

?show files;ds  
File 9:Business & Industry(R) Jul 1994-1998/Dec 22  
(c) 1998 Resp. DB Svcs.  
File 16:IAC PROMT(R) 1972-1998/Dec 22  
(c) 1998 Information Access Co.  
File 20:World Reporter 1997-1998/Dec 22  
(c) 1998 The Dialog Corporation plc  
File 30:AsiaPacific 1985-1998/Nov B1  
(c) 1998 Aristarchus Knowledge Indus.  
File 132:S&P's Daily News 1985-1998/Dec 21  
(c) 1998 McGraw-Hill Companies Inc  
File 148:IAC Trade & Industry Database 1976-1998/Dec 22  
(c) 1998 Info Access Co  
File 471:New York Times Fulltext-90 Day 1998/Dec 22  
(c) 1998 The New York Times  
File 474:New York Times Abs 1969-1998/Dec 21  
(c) 1998 The New York Times  
File 475:Wall Street Journal Abs 1973-1998/Dec 21  
(c) 1998 The New York Times  
File 481:Delphes Eur Bus 80-1998/Dec W1  
(c) 1998 ACFCI & Chambre Comm Ind Paris  
File 483:NEWSPAPER ABSTRACTS DAILY 1986-1998/Dec 21  
(c) 1998 UMI  
File 583:IAC Globalbase(TM) 1986-1998/Dec W1  
(c) 1998 Information Access Co.  
File 600:Early Edition-U.S. 1997-1998/Dec 22  
(c) 1998 The Dialog Corporation  
File 601:Early Edition Canada 1997-1998/Dec 22  
(c) 1998 Southam Inc.  
File 608:KR/T Bus.News. 1992-1998/Dec 22  
(c)1998 Knight-Ridder/Tribune Bus News  
File 610:Business Wire 1986-1998/Dec 22  
(c) 1998 Business Wire  
File 613:PR Newswire 1987-1998/Dec 22  
(c) 1998 PR Newswire Association Inc  
File 616:Canada NewsWire 1996-1998/Dec 22  
(c) 1998 Canada NewsWire  
File 617:South American Business Info. 1996-1998/Dec 21  
(c) 1998 SABI/Comtex  
File 621:IAC New Prod.Annou.(R) 1985-1998/Dec 22  
(c) 1998 Information Access Co  
File 623:Business Week 1985-1998/Dec W2  
(c) 1998 The McGraw-Hill Companies Inc  
File 635:Business Dateline(R) 1985-1998/Dec 17  
(c) 1998 UMI  
File 636:IAC Newsletter DB(TM) 1987-1998/Dec 22  
(c) 1998 Information Access Co.  
File 649:IAC NEWSWIRE ASAP(TM) 1998/Dec 22  
(c) 1998 Information Access Co.  
File 781:UMI Newsstand(TM) 1998-1998/Dec 22  
(c) 1998 UMI

*Gateway USA*  
*IDT*  
*Viatel*  
*pre-1992*

Set	Items	Description
S1	5	CO="GATEWAY USA"
S2	4	RD (unique items)
S3	98	CO="INTERNATIONAL DISCOUNT TELECOM":CO="INTERNATIONAL DISCOUNT/"
S4	24	S3 AND PY<1993
S5	21	RD (unique items)
S6	520	CO="VIATEL":CO="VIATEL, INC."
S7	5	S6 AND PY<1993
S8	4	RD (unique items)

show files;ds

File 647: CMP Computer Fulltext 1988-1998/Dec W1  
(c) 1998 CMP

File 674: Computer News Fulltext 1989-1998/Dec W3  
(c) 1998 IDG Communications

File 98: General Sci Abs/Full-Text 1984-1998/Nov  
(c) 1998 The HW Wilson Co.

File 275: IAC(SM) Computer Database(TM) 1983-1998/Dec 22  
(c) 1998 Info Access Co

File 621: IAC New Prod. Annou. (R) 1985-1998/Dec 22  
(c) 1998 Information Access Co

File 278: Microcomputer Software Guide 1998/Nov  
(c) 1998 Reed Elsevier Inc.

File 256: SoftBase: Reviews, Companies & Prods. 85-1998/Nov  
(c) 1998 Info. Sources Inc

Set	Items	Description
S1	1046	(INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTHER- R) (2W) (COUNTRIES OR COUNTRY OR NATION?)) (S) (CALL? () BACK? OR C- ALLBACK? OR CODE () CALLING)
S2	209	CODE? (2W) CALLING?
S3	6004	CALL? () BACK? OR CALLBACK?
S4	620013	IDENTIF? OR IDENTITY? OR IDENTIT? OR REVEAL? OR RECOGNI? OR ASSOCIAT?
S5	3018	S2:S3 AND S4
S6	140395	DID OR DIRECT () INWARD () DIAL?
S7	561375	INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTHER- ) (2W) (COUNTRIES OR COUNTRY OR NATION?)
S8	880	S5 AND S6
S9	1458	S5 AND S7
S10	2430	S1 OR S8:S9
S11	31	S2(S)S4
S12	8532	S4(5N) (CALLER? OR PARTY? OR INDIVIDUAL?)
S13	31	S1(S)S12
S14	3	S2(S)S12
S15	7	S1(S)S6(S)S12
S16	43	S1(S)S6
S17	253	S6(S)S12
S18	16	S12(S) (DIRECT () INWARD () DIAL?)
S19	48	S13:S15 OR S18
S20	11	S19 AND PY<1993
S21	48	RD S19 (unique items)
S22	11	RD S20 (unique items)
S23	37	S21 NOT S22
S24	186	S1 AND PY<1993
S25	7	S12 AND S24
S26	7	RD (unique items)
S27	45	S24(S)S4
S28	45	RD (unique items)
S29	39	S28 NOT S26
S30	13	CO="INTERNATIONAL DISCOUNT TELECOM":CO="INTERNATIONAL DISC- OUNT TELECOMMUNICATIONS CORP"
S31	13	RD (unique items)
S32	40	CO="VIATEL":CO="VIATEL UK LTD."
S33	7	S31 AND PY<1993
S34	0	S32 AND PY<1993
S35	7	RD S33 (unique items)
S36	1	S6 AND S32
S37	155	CO="IDT":CO="IDT77252 ATM SAR"
S38	5	S37 AND PY<1993
S39	5	RD (unique items)
?		

21/3,k/all

>>>KWIC option is not available in file(s): 278

21/3,K/1 (Item 1 from file: 647)

DIALOG(R)File 647:CMP Computer Fulltext

(c) 1998 CMP. All rts. reserv.

01130375 CMP ACCESSION NUMBER: CRN19970707S0131

**RightFax** (Product Reviews)

Edward J. Correia

COMPUTER RESELLER NEWS, 1997, n 744, PG138

PUBLICATION DATE: 970707

JOURNAL CODE: CRN LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: Test Center - Spring Comdex

WORD COUNT: 660

... systems. File attachments are supported in any of 45 file formats.

Available routing methods include **direct inward dialing** (DID); dual-tone multifrequency (DTMF); voice-assisted DTMF; dialed number **identification** service (DNIS); DNIS/DID interface; **caller subscriber identification**; ISDN; OCR; and manual line/channel. Identification methods also can be combined, and phone books...

21/3,K/2 (Item 2 from file: 647)

DIALOG(R)File 647:CMP Computer Fulltext

(c) 1998 CMP. All rts. reserv.

01087367 CMP ACCESSION NUMBER: VAR19960415S0023

**Parlez-vous CTI? Oui! - Learn how your CTI applications can become worldwide successes**

Hillary Rettig

VARBUSINESS, 1996, n 1206, PG63

PUBLICATION DATE: 960415

JOURNAL CODE: VAR LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: Technology - Computer Telephony

WORD COUNT: 1146

... conference call originating in the United States.

An industry exists around this strategy, called international **call back**. In a **call -back** system, the caller dials a U.S. service provider, lets the phone ring once and hangs up. The provider's CTI server **identifies** the **caller** via **Caller ID** or **Direct Inward Dial** (the PBX equivalent of Caller ID). After a quick check of the caller's account...

21/3,K/3 (Item 1 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)

(c) 1998 Info Access Co. All rts. reserv.

02246341 SUPPLIER NUMBER: 21261222 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Mid-sized business phone systems. (includes related articles on tips for buying key systems and features to look for) (Buyers Guide)**

Deixler, Lyle

Teleconnect, v16, n11, pS20(5)

Nov, 1998

DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3865 LINE COUNT: 00301

... lines. It's a modular system suited for small- to medium-sized businesses. Features include **caller ID/Automatic Number Identification** (ANI, which displays the number/name of the calling party on the ringing phone's LCD, or sends it to an application computer or voicemail), Multiple Directory Numbers, **Direct Inward Dial** (DID, which allows direct

.. -calling to individual stations thereby reducing the load call answering

**21/3,K/4 (Item 2 from file: 275)**

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

02166510 SUPPLIER NUMBER: 20082928 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Low density telephony cards. (two- and four-port voice cards for building telephony applications) (includes related article on plug and play boards, speech resources, and eight principles of voice system design) (Buyers Guide)**

Kahan, Russell

Teleconnect, v15, n12, p38(6)

Dec, 1997

DOCUMENT TYPE: Buyers Guide

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2492 LINE COUNT: 00194

...ABSTRACT: beyond mere voice cards and now also offer fax capabilities, pulse-to-tone converters, voice **recognition**, **Caller ID** and **Direct Inward Dialing** interfaces. The cards must fit the half-size or full-size expansion slot of the...

**21/3,K/5 (Item 3 from file: 275)**

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01975265 SUPPLIER NUMBER: 18593714 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**T-1 for everyone! Go digital. (includes related article on T-1 buying and installation) (includes annotated list of selected products) (T-1 CPE) (Buyers Guide)**

Deixler, Lyle

Teleconnect, v14, n8, p89(8)

August, 1996

DOCUMENT TYPE: Buyers Guide

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3219 LINE COUNT: 00236

... trunks into a relatively small cabinet.

\* Fully digital medium. T-1 carries ANI (Automatic Number **Identification** -- **Caller ID**) and supports DNIS (Dialed Number Identification System) on inbound calls, making possible a wide variety of call processing applications (e.g., automated routing, **international callback**, etc.) T-1 also renders positive signaling on far-end answer and disconnect, making "call...

**21/3,K/6 (Item 4 from file: 275)**

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01906371 SUPPLIER NUMBER: 18005528 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Caller ID stuff. (includes related articles about Exacom's voice call recorders and specific Caller ID products) (Buyers Guide)**

Jainschigg, John

Teleconnect, v14, n2, p107(2)

Feb, 1996

DOCUMENT TYPE: Buyers Guide

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2083 LINE COUNT: 00182

...ABSTRACT: touch callback, screen pop, call screening, security, emergency services and automatic call routing and processing. **Caller ID** does not, however, **identify** the **caller** or provide extensions from behind a PBX. In addition, Caller ID can be blocked, is not available

everywhere, provides only limited national and international coverage and is heavily regulated. Consequently, Caller ID, although useful, is limited, requiring the use of complimentary technologies to determine caller identity accurately. Caller ID products range from Caller ID PC interface boxes to Business Phone Systems. Single-line...

21/3,K/7 (Item 5 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01906370 SUPPLIER NUMBER: 18005527 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Programmable dumb switch parade. (includes related article about switch applications and specific programmable switch products) (Buyers Guide)**  
Deixler, Lyle  
Teleconnect, v14, n2, p98(5)  
Feb, 1996  
DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 3228 LINE COUNT: 00265

... S. belonging to a callback service provider, letting it ring once then hanging up. The caller is identified by DNIS (each caller gets their own call-in number) and called back at a prearranged number. It's also possible for the caller to provide a callback number, which is transmitted to the callback provider via DID. All of this info is passed before the call is answered, so the foreign PTT can't charge the caller. The U.S. system calls the client back, providing...

21/3,K/8 (Item 6 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01867501 SUPPLIER NUMBER: 17546832 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**How Sykes makes Euro call center pleasant, efficient. (Sykes Enterprises hardware and software support center) (Company Business and Marketing)**  
Harler, Curt  
Communications News, v32, n11, p12(1)  
Nov, 1995  
ISSN: 0010-3632 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 750 LINE COUNT: 00060

...ABSTRACT: logging and one for problem simulation along with two voice lines and two data lines. Direct Inward Dialing (DID) identifies callers' country of origin and the product concerned. Self-monitoring and peer-to-peer evaluations decrease...

21/3,K/9 (Item 7 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01777748 SUPPLIER NUMBER: 16870792 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Programmable switch products. (includes related article on SS7 hardware, and programmable switch applications)**  
Deixler, Lyle  
Teleconnect, v13, n2, p46(7)  
Feb, 1995  
ISSN: 0740-9354 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 2958 LINE COUNT: 00237

... S. belonging to a callback service provider, letting it ring once, then hanging up. The caller is identified by DNIS (each caller gets their own call-in number) and called back at a prearranged number. It's also possible for the caller to provide a callback number, which is transmitted to the callback provider via DID. All of this info is passed before the call is answered, so the foreign PTT can't charge the

caller. The U.S. system calls the client back, providing.

21/3,K/10 (Item 8 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01766336 SUPPLIER NUMBER: 16727124 (USE FORMAT 7 OR 9 FOR FULL TEXT)

VIVE Synergies' AutoConnect: automate international callback from the  
foreign side with this handy system. (TELECONNECT Editors Choice)  
(Hardware Review) (Evaluation)

Jainschigg, John

Teleconnect, v13, n3, p44(2)

March, 1995

DOCUMENT TYPE: Evaluation ISSN: 0740-9354 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1007 LINE COUNT: 00076

TEXT:

We all know that **international callback** is big biz. The basic idea is simple: A caller in a **foreign** country dials a **callback** switch in the US, usually concluding the dialing sequence with an identifying password, handed on to the domestic switch via **DID**. He then hangs up. The switch hears the ring and pulls down the **DID** info - but since the call is never answered, the caller isn't charged. Using the **DID** info, the switch looks up the caller's phone number in a database and calls him back. The **caller** enters another **identifying** passcode, and the switch patches in a trunk to an American long-distance carrier. Voila...

21/3,K/11 (Item 9 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01699221 SUPPLIER NUMBER: 16203842 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Build a PBX, call center or IVR app with PC-based switching. (includes  
related articles about 'killer apps,' international callback and auto  
dialing for outbound telemarketing) (PC-Based Switching Resources)  
(Buyers Guide)

Deixler, Lyle

Teleconnect, v12, n8, p48(7)

August, 1994

DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1279 LINE COUNT: 00101

... US belonging to a callback service provider, letting it ring once, then hanging up. The **caller** is then **identified** via DNIS (each **caller** is given their own call-in number), and called back at a prearranged number. It's also possible for the caller to provide a **callback** number, which is transmitted to the **callback** provider via **DID**. All of this information is passed before the call is answered, so the **foreign** PTT never gets to charge a single peso. The US system then calls the client...

21/3,K/12 (Item 10 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01690298 SUPPLIER NUMBER: 15567839 (USE FORMAT 7 OR 9 FOR FULL TEXT)

OLE enhances Object-Fax; poor E-mail integration offsets intuitive GUI  
pluses, network operating system independence. (Object-Fax Advanced 3.01)  
(fax software) (includes related article on testing methodology)  
(Software Review) (PC Week Netweek) (Evaluation)

Kafaipour, Shawn F.

PC Week, v11, n27, pN1(3)

July 11, 1994

DOCUMENT TYPE: Evaluation ISSN: 0740-1604 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1774 LINE COUNT: 00137

... for fax routing exists, Object-Fax supports several different schemes to automatically route faxes: CSI (**Caller Subscriber Identification**), DID (**Direct Inward Dialing**), DTMF (Dual-Tone Multi-Frequency), and T.30. With the exception of CSI, each of...

21/3,K/13 (Item 11 from file: 275)  
DIALOG(R) File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01650335 SUPPLIER NUMBER: 16155338  
**Fax servers get a fix on incoming messages. (International Report)**  
Data Communications, v23, n10, p55(2)  
July, 1994  
ISSN: 0363-6399 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

...ABSTRACT: mail. Meanwhile, various technologies are being used as stop-gaps, including dual-tone multifrequency (DTMF), **direct inward dialing** (DID), optical character **recognition** (OCR) and **caller system identification** (CSID).

21/3,K/14 (Item 12 from file: 275)  
DIALOG(R) File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01539264 SUPPLIER NUMBER: 12328079 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Telemanagement software: buyers guide. (includes related articles on specific products and software selection tips) (Teleconnect Roundup) (Buyers Guide)**  
Teleconnect, v10, n6, p108(33)  
June, 1992  
DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 13912 LINE COUNT: 01213

... the support of 10-digit caller ID numbers, ANI support with automatic insertion of account **code of calling party** and call destination descriptions that **identify** frequently called numbers by company or individual's name.

General Business Software Plus interfaces with...

21/3,K/15 (Item 13 from file: 275)  
DIALOG(R) File 275:IAC(SM) Computer Database(TM)  
(c) 1998 Info Access Co. All rts. reserv.

01446494 SUPPLIER NUMBER: 10819324 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Telemanagement software. (synopses of products from 64 vendors) (buyers guide)**  
Teleconnect, v9, n6, p104(23)  
June, 1991  
DOCUMENT TYPE: buyers guide ISSN: 0740-9354 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 9884 LINE COUNT: 00907

... the support of 10-digit caller ID numbers, ANI support with automatic insertion of account **code of calling party** and call destination descriptions that **identify** frequently called numbers by company or individual's name.

General Business Software Plus interfaces with...

21/3,K/16 (Item 1 from file: 621)  
DIALOG(R) File 621:IAC New Prod. Annou. (R)

(c) 1998 Information Access Co. All rts. reserv.

01022325

53292440

**EIS Launches Call Processing System(TM) Version 5.1 at CTI EXPO New Release  
Provides Inbound Call Management, Call Blending Capabilities.**

PR Newswire

DATELINE: HERNDON, Va. Dec 1, 1998 WORD COUNT: 1625

HERNDON, Va., Dec. 1 /PRNewswire/ -- EIS **International** Inc. (Nasdaq: EISI), a leading provider of call center technology, today launched the newest version...

...Automatic Call Distributor (ACD) to utilize DNIS information. The DNIS information allows call centers to **identify** the number that the **caller** dialed and route incoming calls to the proper campaign. DNIS Support enables the user to...

...another DNIS inbound campaign; or playing a busy tone or ring back until the customer **calls back**. (Messaging capability is dependent on the Encore(TM) option; see Messaging, below)

The Inbound Control...set up and enables automatic restoration of stored trunk configurations whenever the system is restarted.

**\* Global Station and Trunk Files**

Two new log files add greater flexibility to customized call center reports. The **Global Station File**, a dbIII-compatible file, is a central repository for all campaign starts/stops, agent logins/logouts, and Call Manager start-ups/shutdowns. The **Global Trunk File** logs trunk activity only for DNIS inbound campaigns.

**\* Expanded Stat Builder and Reporting...**

...at 800-274-5676 or via e-mail at info@eisi.com.

About EIS

EIS **International** Inc., headquartered in Herndon, Virginia, is a leading provider of advanced solutions for outbound and...

...industry. With more than 84,000 workstations installed at more than 1,500 domestic and **international** locations, EIS provides systems for telemarketing, customer service, fund-raising, market research, and collections to...

...should any underlying assumptions prove inaccurate, eventual outcomes may vary materially from those anticipated.

EIS **International** is a registered trademark of EIS **International** Inc. Call Processing System and Inbound Control are trademarks of EIS **International** Inc.

CORBA is a trademark of the Object Management Group.

EPR-14061

...

21/3,K/17 (Item 2 from file: 621)

DIALOG(R) File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

01018953

53248393

**Cognos(R) Receives 'Super Support Team' Award For Outstanding Customer Service.**

PR Newswire

DATELINE: BURLINGTON, Mass. Nov 23, 1998 WORD COUNT: 523

...provides customers with unparalleled services, including direct access to a dedicated team of support specialists, **global** account coordination and planning, regular on-site visits, and guaranteed response times for **call backs** on all issues. Alliance Support allows customers to set



their own priorities for support calls...

...the team to provide one-on-one advice and proactive support management, enabling them to **identify** solutions for each **individual** customer.

SSPA was founded in 1989 to provide a value-added forum where service and ...

21/3,K/18 (Item 3 from file: 621)

DIALOG(R) File 621:IAC New Prod. Annou. (R)

(c) 1998 Information Access Co. All rts. reserv.

00913905

50074138

#### Artisoft Releases Visual Voice 4.1

PR Newswire

DATELINE: CAMBRIDGE, Mass. June 10, 1998 WORD COUNT: 762

...toolkit. Visual Voice applications can be extended to include enterprise connectivity, text-to-speech, voice **recognition**, multi-**party** conferencing, and multi-line faxing.

With Version 4.1, Visual Voice application generation features are...

...over a network. It provides the ability to build a large-scale call routing or **international call back** system or provide screen pops for call centers. Developers can also incorporate computer telephony functionality...

21/3,K/19 (Item 4 from file: 621)

DIALOG(R) File 621:IAC New Prod. Annou. (R)

(c) 1998 Information Access Co. All rts. reserv.

00863470

00863912

#### Artisoft Releases Visual Voice Enterprise; First Open Toolkit to Support Distributed Telephony

PR Newswire

DATELINE: LOS ANGELES, COMPUTER TELEPHONY EXPO March 3, 1998  
WORD COUNT: 637

...expanded functionality makes it optimal for developing powerful computer telephony networks that support call routing, **international call back** and enterprise call centers.

Another benefit is simplified system administration. Using a web browser, an...

...to interact with Visual Voice applications from a Web browser. Some examples include web-based **call back** so customers can initiate phone calls by pressing a button on a web page, and...

...application development toolkit. Visual Voice applications can be extended to include text-to-speech, voice **recognition**, multi-**party** conferencing, and multi-line faxing.

Visual Voice Enterprise will be available in April 1998. Pricing...

21/3,K/20 (Item 5 from file: 621)

DIALOG(R) File 621:IAC New Prod. Annou. (R)

(c) 1998 Information Access Co. All rts. reserv.

00844244

00844685

**Tata Lucent Technologies Limited Wins US\$325 Million Telecom Contract With  
Tata Teleservices Limited**

PR Newswire

DATELINE: MUMBAI, India Jan 12, 1998 WORD COUNT: 895

...technology in the local loop, quick telephone installation will be the norm, services such as **caller identification** will be available and the frequency of telecommunications outage caused by the monsoons and cable...

...transmission technology, will be able to offer high-bandwidth services like leased lines, video conferencing, **direct inward dialing** and multimedia capability.

Among Tata Lucent's accomplishments to date is the successful implementation of...

21/3,K/21 (Item 6 from file: 621)

DIALOG(R) File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00842650

00843091

**CIDCO Incorporated Wins Four CES Innovations '98 Awards**

PR Newswire

DATELINE: LAS VEGAS Jan 8, 1998 WORD COUNT: 930

...CIDCO advanced telephony products have been named winners of Innovations '98 awards at the 1998 **International** Consumer Electronics Show in Las Vegas. The CIDCO iPhone(R), CST-2100, CT-250, and...

...on Call Waiting feature gives small office and home users the ability to see the **identity** of a second **caller** while on an existing call. With a touch of a button the user can connect...

...call, or direct the second caller to voice mail, to hold, or to await a **call back**. Features such as message waiting, one-touch speed dial, 50-call record and 100-directory...

...on Call Waiting feature gives small office and home users the ability to see the **identity** of a second **caller** while on an existing call and decide whether to take the call or not.

The...

...ability to take control of their incoming telephone calls. The unit is easily programmed to **identify callers** on an easy-to-read screen, and with a simple touch of a button the user can direct a caller to voice mail, to hold, or to await a **call back**. Priced at \$79.95 MSRP, the DM-80 is scheduled to be available in February...

...statements: business conditions and growth in the telecommunications industry and general economies, both domestic and **international**; lower than expected customer orders; competitive factors; changes in product mix or distribution channels; and...

21/3,K/22 (Item 7 from file: 621)

DIALOG(R) File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00827224

00827664

**VideoLan Announces Xchange Family of Visual Communication Solutions.**

Business Wire

DATELINE: LOUISVILLE, Ky. Oct 20, 1997 WORD COUNT: 1315

...and remote switches, and provides the traditional calling features such as call hold, call transfer, **direct -inward dial**, automated attendant, three and four-way calling, electronic messaging, and **caller identification**

- Provides support for traditional videoconferencing capabilities such as data collaboration, and point-to-point data...

21/3,K/23 (Item 8 from file: 621)

DIALOG(R)File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00817000

00817440

**MultiCall Announces Technology Integration With Melita International.**

Business Wire

DATELINE: SANTA CLARA, Calif. Sep 22, 1997 WORD COUNT: 700

...22, 1997--MultiCall

Inc. today announced integration of its CallFlow Server technology with Melita(R) **International** 's (NASDAQ:MELI), call center agent software platform.

MultiCall has developed an interface with MAGELLAN...

...MAGELLAN with data about the incoming call, enabling the product to query a database for **identifying** information about the calling **party**.

MAGELLAN provides transparent, real-time access to enterprise-wide customer and product information, presenting it...

...centers to keep track of a call throughout its lifecycle, even if it requires a **call back** at a later date," said John Lamb, vice president of new business development at Melita...

...assistance

with matching screen pops, call transfer to available expert agents with screen pops and **call back** of abandoned calls can now be integrated with customized telephony function buttons on the agents...

...based on the

CallFlow architecture are available, including call routing and distribution, outbound dialing and **callback**, a distributed call center application and WebConnex, a web-initiated "call me" request application.

About Melita

Melita **International**, which began operations in 1983, is a leading provider of customer contact and call management...

...CONTACT: MultiCall Inc., Santa Clara

John Evans, 408/748-1245

johne@multicall.com

or

Melita **International**

Maryjane Stout, 770/239-4402

21/3,K/24 (Item 9 from file: 621)  
DIALOG(R) File 621:IAC New Prod. Annou. (R)  
(c) 1998 Information Access Co. All rts. reserv.

00759259

00759697

**West Virginians Wild About Caller ID; More Than 1 in 3 Bell Atlantic-West Virginia Customers Have Popular Service**

PR Newswire

DATELINE: CHARLESTON, W.Va. April 10, 1997 WORD COUNT: 1184

...of our customers depend on Caller ID.

"Caller ID provides the phone number of a **caller** and the name **associated** with the number before the phone is answered. It also keeps a record of calls...

...area" message  
or "not available."

Those who do not want their name and phone number **revealed** on a **Caller** ID device can elect, at no charge, to have the information blocked on the calls...

...mid-Atlantic region, the company is the premier provider of local telecommunications and advanced services. **Globally**, it is one of the largest investors in the high-growth wireless communication marketplace. Bell...

...interest in

Telecom Corporation of New Zealand and is actively developing high-growth national and **international** business opportunities in all phases of the industry.

**SIDEBAR -- WHAT PEOPLE SAY ABOUT BELL ATLANTIC...**

...had a daily  
visiting nurse read off his call list."

"I use Caller ID to **call back** relatives that would be a toll call for them if we picked up the phone..."

21/3,K/25 (Item 10 from file: 621)  
DIALOG(R) File 621:IAC New Prod. Annou. (R)  
(c) 1998 Information Access Co. All rts. reserv.

00742282

00742720

**Brooktrout Adds Multi-Language Speech Recognition to Show N Tel**

PR Newswire

DATELINE: LOS ANGELES March 3, 1997 WORD COUNT: 942

...fax, database and host connectivity, and telephony functions -- make it easy to add accurate speech **recognition** interfaces to any telephony application. **Callers** can speak continuous characters like account number or product ID as if they were conversing...

...company holds U.S. patents on fax-on-demand document retrieval and the use of **direct inward dialing** (DID) telephone service with fax message systems.

For additional information on Brooktrout Technology, visit  
Brooktrout...

21/3,K/26 (Item 11 from file: 621)  
DIALOG(R)File 621:IAC New Prod.Annou.(R)  
(c) 1998 Information Access Co. All rts. reserv.

00729297

00729734

**Shiva Announces Shiva Accessport 1.5 ISDN Client Router**

PR Newswire  
DATELINE: BEDFORD, Mass. Feb 3, 1997 WORD COUNT: 1280

...third-party devices including  
Security Dynamics, AssureNet Pathways, TACACS, and RADIUS. Other  
security options include **callback**, **Caller Line Identification**, PAP  
and CHAP, IP filtering, and IPX SAP filtering. Security is a key  
concern as...Router co- branded with Access by Shiva(TM).

Founded in 1985, Shiva Corporation is a **global**, full-line provider  
of remote access solutions, systems, and services. Its products  
enable users and...

21/3,K/27 (Item 12 from file: 621)  
DIALOG(R)File 621:IAC New Prod.Annou.(R)  
(c) 1998 Information Access Co. All rts. reserv.

00726150

00726586

**Breakthrough solution for cellular 9-1-1 calls.**

Business Wire  
DATELINE: WOOD DALE, Ill. Jan 28, 1997 WORD COUNT: 1374

...1 callers  
were displayed on an electronic map along with their mobile numbers  
for immediate **call -back** by emergency service officials.

"TruePosition takes the 'search' out of 'search and rescue,'" said  
Louis...

...and emergency communities agreed to work with  
the FCC to develop a system whereby cellular **callers** could be  
**identified** immediately, should they call 9-1-1 for help," said Reed  
Hunt, chairman of the...630/227-8000.  
<http://www.switch.rockwell.com> . -0-

Spectrum is a trademark of Rockwell **International**. TruePosition is  
a trademark of The Associated Group. All other trademarks are  
properties of their...

21/3,K/28 (Item 13 from file: 621)  
DIALOG(R)File 621:IAC New Prod.Annou.(R)  
(c) 1998 Information Access Co. All rts. reserv.

00721915

00722351

**FCC Chairman, Attorney General of NJ and CTIA President Help Launch Trial  
of First Wireless Location System in U.S.**

PR Newswire  
DATELINE: GLOUCESTER COUNTY, N.J. Jan 22, 1997 WORD COUNT: 746

...by  
displaying their location on an electronic map along with their  
mobile numbers for immediate **call back** by emergency officials.

With more than 42 million wireless subscribers in the U.S. and...

...and emergency communities agreed to work with  
the FCC to develop a system whereby cellular **callers** could be  
**identified** immediately, should they call 9-1-1 for help," said Reed  
Hundt, chairman of the...

...Difference of  
Arrival" (TDOA) technology to locate wireless callers. Similar  
technology is used in The **Global** Positioning System and many radar  
systems.

Tom Wheeler, president of CTIA, hailed the trial as...

21/3,K/29 (Item 14 from file: 621)  
DIALOG(R)File 621:IAC New Prod.Annou.(R)  
(c) 1998 Information Access Co. All rts. reserv.

00701089

00701089

**Toshiba introduces Strata DK16e; new business telephone system offers big  
system features.**

Business Wire

DATELINE: IRVINE, Calif. Nov 22, 1996 WORD COUNT: 935

...Strata DK16e, the first small digital  
business telephone system to offer Multiple Directory Numbers  
(MDNs), **Direct Inward Dial** (DID), Tie Lines, **Caller ID**, Automatic  
Number **Identification** (ANI) and Dialed Number Identification  
Service (DNIS).

The Strata DK16e, which replaces the 20-station...

...defined by its support of several  
types of CO lines including loop start, ground start, **Direct Inward  
Dial** and Tie Lines.

Strata DK16e Features Defined

The advanced features available on the Strata DK16e provide  
businesses with increased telephone system flexibility to improve  
operations. For example, **Direct Inward Dialing** (DID) allows  
efficient, direct calling to individual stations without going  
through the answer position, thereby...

...Phantom Directory Numbers.

The Strata DK16e takes advantage of new Central Office services by  
supporting **Caller Identification** (ID) information provided on  
ground or loop start lines. Caller ID displays the calling party...

...calling party, calling party's call record history, etc., can be  
presented to the called **party**.

Complementing ANI is Dialed Number **Identification** Service (DNIS),  
which identifies the number dialed by the calling party, regardless  
of which line...

21/3,K/30 (Item 15 from file: 621)  
DIALOG(R)File 621:IAC New Prod.Annou.(R)  
(c) 1998 Information Access Co. All rts. reserv.

files;ds  
 File 15:ABI/INFORM(R) 1971-1998/Dec 17  
     (c) 1998 UMI  
 File 9:Business & Industry(R) Jul 1994-1998/Dec 22  
     (c) 1998 Resp. DB Svcs.  
 File 13:BAMP 1998/Dec W2  
     (c) 1998 Resp. DB Svcs.  
 File 635:Business Dateline(R) 1985-1998/Dec 17  
     (c) 1998 UMI  
 File 610:Business Wire 1986-1998/Dec 22  
     (c) 1998 Business Wire  
 File 88:IAC BUSINESS A.R.T.S. 1976-1998/Dec 22  
     (c) 1998 Information Access Co.  
 File 47:Magazine Database(TM) 1959-1998/Dec 22  
     (c) 1998 Information Access Co.  
 File 75:IAC Management Contents(R) 86-1998/Dec W2  
     (c) 1998 Info Access Co  
 File 111:Natl.Newspaper Index(SM) 1979-1998/Dec 22  
     (c) 1998 Info. Access Co.  
 File 211:IAC Newsearch(TM) 1997-1998/Dec 22  
     (c) 1998 Info. Access Co.  
 File 636:IAC Newsletter DB(TM) 1987-1998/Dec 22  
     (c) 1998 Information Access Co.  
 File 16:IAC PROMT(R) 1972-1998/Dec 22  
     (c) 1998 Information Access Co.  
 File 148:IAC Trade & Industry Database 1976-1998/Dec 22  
     (c) 1998 Info Access Co  
 File 624:McGraw-Hill Publications 1985-1998/Dec 16  
     (c) 1998 McGraw-Hill Co. Inc  
 File 484:Periodical Abstracts Plustext 1986-1998/Nov W5  
     (c) 1998 UMI  
 File 613:PR Newswire 1987-1998/Dec 22  
     (c) 1998 PR Newswire Association Inc  
 File 141:Readers Guide 1983-1998/Nov  
     (c) 1998 The HW Wilson Co  
 File 696:DIALOG Telecom. Newsletters 1995-1998/Dec 22  
     (c) 1998 The Dialog Corp.  
 File 553:Wilson Bus. Abs. FullText 1982-1998/Nov  
     (c) 1998 The HW Wilson Co

Set	Items	Description
S1	4571	(INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTHER- R)(2W)(COUNTRIES OR COUNTRY OR NATION?))(S)(CALL?())BACK? OR C- ALLBACK? OR CODE()CALLING)
S2	921	CODE?(2W)CALLING?
S3	37099	CALL?()BACK? OR CALLBACK?
S4	7130999	IDENTIF? OR IDENTITY? OR IDENTIT? OR REVEAL? OR RECOGNI? OR ASSOCIAT?
S5	18929	S2:S3 AND S4
S6	2532899	DID OR DIRECT()INWARD()DIAL?
S7	8294262	INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTHER- ) (2W)(COUNTRIES OR COUNTRY OR NATION?)
S8	8119	S5 AND S6
S9	8261	S5 AND S7
S10	15527	S1 OR S8:S9
S11	96	S2(S)S4
S12	132716	S4(5N)(CALLER? OR PARTY? OR INDIVIDUAL?)
S13	28	S1(S)S12
S14	20	S2(S)S12
S15	6	S1(S)S6(S)S12
S16	175	S1(S)S6
S17	5305	S6(S)S12
S18	48	S12(S)(DIRECT()INWARD()DIAL?)
S19	88	S13:S15 OR S18
S20	30	S19 AND PY<1993
S21	66	RD S19 (unique items)
S22	24	RD S20 (unique items)
S23	42	S21 NOT S22

S24	396	S1 AND P 1993
S25	11	S12 AND S24
S26	7	RD (unique items)
S27	24	S24(S)S4
S28	20	RD (unique items)
S29	17	S28 NOT S26



23/3,k/all

23/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/INFORM(R)  
(c) 1998 UMI. All rts. reserv.

01737722

03-88712

**Integrating voice and data**

Parker, Alan

Telemarketing & Call Center Solutions v16n12 PP: 98-101 Jun 1998

ISSN: 0730-6156 JRNL CODE: TLM

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM

WORD COUNT: 1898

...TEXT: via your long-distance carrier, ANI is especially suited for companies that market nationally.

DID ( **direct inward dialing** ) capability, provided locally, has been traditionally used to give everyone in your organization their own telephone number without installing individual telephone lines. But it can also be used to **identify** incoming **callers** based on the number they dialed. Widely used by answering services like those used by...

23/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/INFORM(R)  
(c) 1998 UMI. All rts. reserv.

01098292

97-47686

**The end of monopoly**

Cairncross, Frances

Economist v336n7934 PP: SS8-SS11; UK SS10-SS12 Sep 30, 1995

ISSN: 0013-0613 JRNL CODE: ECT

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 1011.00

WORD COUNT: 1161

...TEXT: which allow callers to charge calls at lower rates, and from the call-back market.

**Call - back** services have been so effective in keeping a lid on **international** rates that some countries, including China and Singapore, are trying to ban them. A caller...

... Germany, telephones a number in a low-cost country, usually the United States. A computer **identifies** the **caller** without answering the telephone, rings back and connects the subscriber to a third country, say France. "All over the world," says Howard Jonas, head of IDT, a New York **call -back** company which he says is the world's largest, "countries 500 miles apart have rates...

... much distance-sensitive as politically sensitive." Used mainly by small and medium-sized companies, the **call -back** market is not huge--perhaps \$300m a year, guesses Mr Jonas--but its impact on...

23/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/INFORM(R)  
(c) 1998 UMI. All rts. reserv.

00694555

93-43776

**AT&T plays clawless cat to callback's mouse**

Vittore, Vince

Telephone Engineer & Management v97n9 PP: 22 May 1, 1993

ISSN: 0040-263X JRNL CODE: TEM

AVAILABILITY: Photocopy available from ABI/INFORM 1465.00

ABSTRACT: During the past 4 or 5 years, about a dozen companies have provided **international callback** services. By the end of 1993, there could be 35 in a market worth an...

...to hang up after 2 rings. That gives the switch enough time to seize the caller's automatic number identification. According to AT&T, this arrangement, called **code calling**, amounts to theft of network time. In several petitions, AT&T has asked the Federal Communications Commission to deny licenses to companies using **code calling** as their exclusive means of accessing the US network. While in theory AT&T could gain a new revenue stream from resellers, increasing outbound US minutes and stagnant inbound **foreign** minutes means US carriers pay more in settlements. AT&T is also trying to use this issue as an example of the need for **foreign** accounting rates to be based on cost.

23/3,K/4 (Item 1 from file: 9)

DIALOG(R)File 9:Business & Industry(R) Jul  
(c) 1998 Resp. DB Svcs. All rts. reserv.

02241866

01644121 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**SYDNEY CALL CENTRE LAUNCHES WITH SOCOG AS FIRST CLIENT**

(Connect Interactive Business Services launches its \$12 mil, 250-seat call centre; the 9,000-line capacity centre is expected to be handling 30,000 calls per day)

Exchange Telecommunications Newsletter, v 10, n 36, p N/A

September 18, 1998

DOCUMENT TYPE: Newsletter ISSN: 0162-914X (Australia)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 903

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...new clients to add to its current client base, which also includes Compaq, Hardie Industries, **callback** pioneer Telegroup (Exc 10/31, p4), Opera Australia and HPM Industries. Managing director Alex Harper...

...NSW would "grow to 150,000 within 10 years." Currently, he said, there were 135 **international** call centres in the region, 65 of these were in Sydney, 35 in Melbourne and...

...the \$12 million centre was call centre specialist Aspect Telecommunications and its implementation arm, Aspect **Global** Solution Services, which supplied the central call transaction and computer telephony integration systems. Edify supplied...

...and Telstra of incoming calls. An ongoing project is to get full value from CLI (**caller line identification**): "At the moment it's not reliable," he said. "We use it to bring up..."

...handle calls in 28 languages, but they were still working out a system on handling **foreign** language callers. At the moment, when a caller speaks a **foreign** language, the call is forwarded to one of the multiple-language operators, who then forwards it to another multiple language operator, if necessary. IVR (interactive voice response) **did** not at this time, seem to offer a solution to the problem because of the...

...137 numbers to use," Dolan said. By advertising 13 numbers in appropriate regions and in **foreign** languages, this should largely solve the problem with **foreign** languages, he said. However, CIBS has found that advertising phone numbers as "137-RAMS", for...

23/3,K/5 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R) Jul  
(c) 1998 Resp. DB Svcs. All rts. reserv.

01226080

**'Terminator' Service Could Save Millions In Developing World**  
(Granger Telecom (UK) offers International Traffic & Data Monitor to decrease number of international phone "call backs")

World Telecom Weekly, p 3  
June 26, 1995  
DOCUMENT TYPE: Journal (United Kingdom)  
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

...Monitor, or 'The Terminator', a product which aims to lessen the number of international phone **'call backs'**. Developing countries lose many millions of GBPs/y through these **call backs**. The 'Terminator' device analyses **international** call activity, **recognises** certain call types, and terminates **individual** calls where needed. Article discusses **call backs** in further detail. ...

23/3,K/6 (Item 3 from file: 9)  
DIALOG(R)File 9:Business & Industry(R) Jul  
(c) 1998 Resp. DB Svcs. All rts. reserv.

01031686 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**MERCURY ANNOUNCES MERCURY ONECALL, ITS FIRST IN INTELLIGENT NETWORK SERVICE FOR CALL MANAGEMENT**

(Mercury Communications introduced a service giving users a single number for voice, fax and paging)

Computergram International, n 2445, p N/A  
June 28, 1994

DOCUMENT TYPE: Newsletter ISSN: 0268-716X (United Kingdom)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 217

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...a single number for their speech, facsimile machine and pagers, and comprises a call forwarding, **caller identification**, speech and fax mailbox package. The service is being offered with two tariff options, for ...

...as connecting incoming calls to a user's forwarding numbers, sending faxes, placing calls and **call backs**. These call charges will be tariffed at 3 pence per minute for 071/081 and adjacent dial code destinations, and 7p per minute for other UK destinations. **International** and special numbers, such as mobile phones, will be charged at low rate, based on...

23/3,K/7 (Item 1 from file: 13)  
DIALOG(R)File 13:BAMP  
(c) 1998 Resp. DB Svcs. All rts. reserv.

01099631 01718462 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Speech Recognition**

(Speech recognition applications can save over 90% of the costs that are normally generated by live agents and have an accuracy level of 90%)  
Call Center Product News, v 1, n 3, p 18-22  
Fall 1998

DOCUMENT TYPE: Journal ISSN: 1098-1667 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 3734

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...to hire temporary operators around major holidays.

Customer calls arrive on a store's DID (**direct inward dialing**) trunk. An Edify store voice processor answers calls through the store's PBX. The call...

...System Architecture) standard, offering distributed switching, logical addressing and location-independent resource management. The speech **recognition** unit answers and prompts the **caller** for the desired department. If it can route the call to a department extension, then...

23/3,K/8 (Item 2 from file: 13)  
DIALOG(R)File 13:BAMP  
(c) 1998 Resp. DB Svcs. All rts. reserv.

01099387 01714495 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**LanFax**

(Alcom's LanFax mission-critical fax solution won 5 out of possible 5 rating for documentation)

CTI for Management, v 3, n 10, p 86,88,90

October 1998

DOCUMENT TYPE: Journal (United States)

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1486

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...industry-standard Class 1, Class 2, and Class 2.0 fax modems.

**Routing Methods Supported**

**Direct inward dial** (DID), dual-tone multi-frequency (DTMF), dialed-number identification service (DNIS), PBX-DNIS/DID interface, **caller subscriber identification** (CSID), integrated services digital network (ISDN), line/channel, and manual.

File Formats Supported

More than...

23/3,K/9 (Item 3 from file: 13)  
DIALOG(R)File 13:BAMP  
(c) 1998 Resp. DB Svcs. All rts. reserv.

01037574 00982398 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Parlez-vous CTI? Oui!**

(International CTI capabilities take time to matter, but they can help your solutions stand out from competition and even create new markets)

Article Author(s): Rettig, Hillary

VAR Business, p 63+

April 15, 1996

DOCUMENT TYPE: Journal ISSN: 0894-5802 (United States)

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1066

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**ABSTRACT:**

...tone (PTT) converters that either "recognize" the pulses or translate them into touch tones; speech **recognition** (SR) to allow **callers** to talk directly to the computer; or a live operator. Another capability is the **call -back** system. In this system, the caller dials a US service provider, lets the phone ring once and hangs up. The provider's CTI server **identifies** the **caller** through **Caller ID** or **Direct Inward Dial** (the PBX equivalent of Caller ID). The server rings back and sets up a conference...

**TEXT:**

...conference call originating in the United States.

An industry exists around this strategy, called international **call back**. In a **call -back** system, the caller dials a U.S. service provider, lets

the phone ring once and hangs up. The provider's CTI server identifies the caller via Caller ID or Direct Inward Dial (the PBX equivalent of Caller ID). After a quick check of the caller's account...

23/3,K/10 (Item 1 from file: 610)  
DIALOG(R)File 610:Business Wire  
(c) 1998 Business Wire . All rts. reserv.

0754020 BW0039

**TOSHIBA TAIS 1: Toshiba's New Strata DK40 Telephone System Brings Modular Growth, High-End Features to Small- to Medium-Sized Businesses**

October 06, 1997

Byline: Business Editors and High-Tech Writers

...integration and a capacity up to 424 ports."  
The Strata DK40 provides Multiple Directory Numbers, Direct Inward Dialing, Tie Lines, Caller ID, Automatic Number Identification, Dialed Number Identification Service and SMDI Voice Mail Integration.  
The Strata DK40 offers easy-to...

23/3,K/11 (Item 2 from file: 610)  
DIALOG(R)File 610:Business Wire  
(c) 1998 Business Wire . All rts. reserv.

0648383 BW1069

**TOSHIBA AMER INFO SYS: Toshiba introduces Strata DK16e; new business telephone system offers big system features**

November 22, 1996

Byline: Business Editors and High-Tech Writers

...Strata DK16e, the first small digital business telephone system to offer Multiple Directory Numbers (MDNs), Direct Inward Dial (DID), Tie Lines, Caller ID, Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS).  
The Strata DK16e, which replaces the 20-station...

23/3,K/12 (Item 1 from file: 88)  
DIALOG(R)File 88:IAC BUSINESS A.R.T.S.  
(c) 1998 Information Access Co. All rts. reserv.

03708157 SUPPLIER NUMBER: 17508913 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The end of the monopoly. (deregulation) (A Survey of Telecommunication)**  
The Economist, v336, n7934, pS8(2)  
Sept 30, 1995  
ISSN: 0013-0613 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1204 LINE COUNT: 00097

... which allow callers to charge calls at lower rates, and from the call-back market.

Call -back services have been so effective in keeping a lid on international rates that some countries, including China and Singapore, are trying to ban them. A caller...

...Germany, telephones a number in a low-cost country, usually the United States. A computer identifies the caller without answering the telephone, rings back and connects the subscriber to a third country, say France. "All over the world," says Howard Jonas, head of IDT, a New York call -back company which he says is the world's largest, "countries 500

miles apart have rates...

...much distance-sensitive as politically sensitive." Used mainly by small and medium-sized companies, the **call -back** market is not huge--perhaps \$300m a year, guesses Mr Jonas--but its impact on...

23/3,K/13 (Item 1 from file: 47)  
DIALOG(R)File 47:Magazine Database(TM)  
(c) 1998 Information Access Co. All rts. reserv.

05189256 SUPPLIER NUMBER: 20220066 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Phone systems. (reviews of four telephone management systems) (Hardware Review) (Evaluation)**  
Dawson, Keith  
Home Office Computing, v16, n2, p79(4)  
Feb, 1998  
DOCUMENT TYPE: Evaluation ISSN: 0899-7373 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 2857 LINE COUNT: 00263

... to go straight to the (DK.sub.40), which includes such typical PBX features as **direct inward dialing** (calling an extension, rather than a central number) and automatic number **identification** (ANI, essentially **caller ID** that comes with toll-free numbers). In fact, you can connect the (DK.sub...

23/3,K/14 (Item 2 from file: 47)  
DIALOG(R)File 47:Magazine Database(TM)  
(c) 1998 Information Access Co. All rts. reserv.

04124861 SUPPLIER NUMBER: 15567839 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**OLE enhances Object-Fax; poor E-mail integration offsets intuitive GUI pluses, network operating system independence. (Object-Fax Advanced 3.01) (fax software) (includes related article on testing methodology) (Software Review) (PC Week Network) (Evaluation)**  
Kafaipour, Shawn F.  
PC Week, v11, n27, pN1(3)  
July 11, 1994  
DOCUMENT TYPE: Evaluation ISSN: 0740-1604 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1774 LINE COUNT: 00137

... for fax routing exists, Object-Fax supports several different schemes to automatically route faxes: CSI (**Caller Subscriber Identification**), DID (**Direct Inward Dialing**), DTMF (Dual-Tone Multi-Frequency), and T.30. With the exception of CSI, each of...

23/3,K/15 (Item 1 from file: 211)  
DIALOG(R)File 211:IAC Newsearch(TM)  
(c) 1998 Info. Access Co. All rts. reserv.

09317662 Supplier Number: 21261222 (Use format 7 or 9 for FULL TEXT)  
**Mid-sized business phone systems. (includes related articles on tips for buying key systems and features to look for) (Buyers Guide)**  
Deixler, Lyle  
Teleconnect, v16, n11, pS20(5)  
Nov, 1998  
DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 3865 LINE COUNT: 00301

... lines. It's a modular system suited for small- to medium-sized businesses. Features include **caller ID/Automatic Number Identification** (ANI, which displays the number/name of the calling party on the ringing phone's LCD, or sends it to an application computer or voicemail), Multiple

Directory Numbers, **Direct Inward Dial** (DID, which allows direct calling to individual stations thereby reducing the load on call answering ...

23/3,K/16 (Item 2 from file: 211)  
DIALOG(R)File 211:IAC Newsearch(TM)  
(c) 1998 Info. Access Co. All rts. reserv.

09307958 Supplier Number: 53248393 (Use format 7 or 9 for FULL TEXT)  
**Cognos(R) Receives 'Super Support Team' Award For Outstanding Customer Service.**  
PR Newswire, 8074  
Nov 23, 1998  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 556 LINE COUNT: 00052

... provides customers with unparalleled services, including direct access to a dedicated team of support specialists, **global** account coordination and planning, regular on-site visits, and guaranteed response times for **call backs** on all issues. Alliance Support allows customers to set their own priorities for support calls...

...the team to provide one-on-one advice and proactive support management, enabling them to **identify** solutions for each **individual** customer.

SSPA was founded in 1989 to provide a value-added forum where service and...

23/3,K/17 (Item 1 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

04166223  
**COGNOS: Cognos receives "Super Support Team" award for outstanding customer service.**  
M2 Presswire Nov 24, 1998  
WORD COUNT: 507  
PUBLISHER: M2 Communications

... provides customers with unparalleled services, including direct access to a team of senior support specialists, **global** account coordination and planning, regular on-site visits, and guaranteed response times for **call backs** on all issues. Alliance Support allows customers to set their own priorities for support calls...

... the team to provide one-on-one advice and proactive support management, enabling them to **identify** solutions for each **individual** customer.

SSPA was founded in 1989 to provide a value-added forum where service and ...

23/3,K/18 (Item 2 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

03857972  
**VIDEOLAN'S NEW VISUAL COMMUNICATION SOLUTIONS**  
LAN Product News Dec 1, 1997 V. 9 NO. 12  
WORD COUNT: 1158  
PUBLISHER: Worldwide Videotex

... and remote switches, and provides the traditional calling features such as call hold, call transfer, **direct inward dial**, automated attendant, three and four-way calling, electronic messaging, and **caller identification**

- Provides support for additional videoconferencing capabilities such as data collaboration, and point-to-point data...

23/3,K/19 (Item 3 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

03832705  
**TOSHIBA INTRODUCES STRATA DK40 TELEPHONE SYSTEM**  
Tele-Service News Nov 1, 1997 V. 9 NO. 11  
WORD COUNT: 339  
PUBLISHER: Worldwide Videotex

...integration and a capacity up to 424 ports."

The Strata DK40 provides Multiple Directory Numbers, Direct Inward Dialing, Tie Lines, Caller ID, Automatic Number Identification, Dialed Number Identification Service and SMDI Voice Mail Integration.

The Strata DK40 offers easy-to...

23/3,K/20 (Item 4 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

03470262  
**TOSHIBA INTRODUCES NEW BUSINESS TELEPHONE SYSTEM**  
Tele-Service News Jan 1, 1997 V. 9 NO. 1  
WORD COUNT: 907  
PUBLISHER: Worldwide Videotex

...Strata DK16e, the first small digital business telephone system to offer Multiple Directory Numbers (MDNs), Direct Inward Dial (DID), Tie Lines, Caller ID, Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS).

The Strata DK16e, which replaces the 20-station...

23/3,K/21 (Item 5 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

03432983  
**TOSHIBA AMERICA INFORMATION: Toshiba introduces Strata DK16e**  
M2 Presswire Nov 22, 1996  
WORD COUNT: 975  
PUBLISHER: M2 Communications

...Strata DK16e, the first small digital business telephone system to offer Multiple Directory Numbers (MDNs), Direct Inward Dial (DID), Tie Lines, Caller ID, Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS). The Strata DK16e, which replaces the 20-station...

23/3,K/22 (Item 6 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

02337856  
**REGULATORY & GOVERNMENT AFFAIRS: international "code calling" or call-back proposals**  
Telecommunications Reports May 31, 1993 V. 59 NO. 22  
WORD COUNT: 133  
PUBLISHER: BRP Publications



AT&T has asked the FCC to block three more international "code calling " or call - back proposals by U.S. resellers that it said are using its network without compensating it...

... hang up before the call is answered. The computer automatically returns the call, and the foreign caller enters an identification number to obtain a U.S. circuit for completing the international call. AT&T filed complaints against International Telecom Ltd., doing business as Kallback Direct, of Seattle; and Globalnet Communications, Inc., of Denver. It charged that they are providing such services without having obtained international resale authority from the Commission. It also petitioned to deny a resale application by Miriris...

23/3,K/23 (Item 7 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

02336815

Switch Maker Offers 'International Callback' for Travelers  
Telecommunications Reports March 8, 1993 V. 59 NO. 10  
WORD COUNT: 352  
PUBLISHER: BRP Publications

... demand from companies that maintain overseas offices, as well as frequent international travelers."

To offer callback, "service providers need only obtain several 'Direct Inward Dialing' lines and enough DID numbers to handle each customer wanting to take advantage of international callback," NACT said. Ken Oliver, Vice President -marketing and sales, explained that "when a callback call enters NACT's LCX 120C through a DID line, the line delivers the dialed number digits to the switch in order to identify the caller and callback number. The switch then can dial the caller back and prompt for a destination number. Because each caller has an access number and authorization code, the switch often does not need to establish a talk path to identify the caller and the desired callback number. When the switch does need to answer, it is for a very short period...

23/3,K/24 (Item 8 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

02332552

AT&T  
Telecommunications Reports International June 11, 1993 V. 4 NO. 12  
WORD COUNT: 132  
PUBLISHER: BRP Publications

has asked the FCC to block three more international "code calling " or call - back proposals by U.S. resellers that it said are using its network without compensating it...

... hang up before the call is answered. The computer automatically returns the call, and the foreign caller enters an identification number to obtain a U.S. circuit for completing the international call. AT&T filed complaints against International Telecom Ltd., doing business as Kallback Direct, of Seattle; and Globalnet Communications, Inc., of Denver. It charged that they are providing such services without having obtained international resale authority from the Commission. It also petitioned to deny a resale application by Miriris...

23/3,K/25 (Item 9 from file: 636)  
DIALOG(R)File 636:IAC Newsletter DB(TM)  
(c) 1998 Information Access Co. All rts. reserv.

01793120

**NATIONAL APPLIED COMPUTERS OFFERS INTERNATIONAL CALLBACK**

Telecommunications Alert March 05, 1993 V. 10 NO. 44  
ISSN: 0742-5384 WORD COUNT: 95  
PUBLISHER: United Communications Group

...other foreign country" rates.

When a callback call enters NACT's LCX 120C through a **Direct Inward Dialing** line, the line delivers the dialed number digits to the switch in order to **identify** the **caller** and callback number. The switch then can dial the caller back and prompt for a...

**23/3,K/26 (Item 1 from file: 16)**

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

07300724 SUPPLIER NUMBER: 07300724

**Tata Lucent Technologies Limited Wins US\$325 Million Telecom Contract With Tata Teleservices Limited**

PR Newswire Jan 12, 1998 p. 112NYM106

\*FULL TEXT AVAILABLE IN FORMAT 7 OR 9\* WORD COUNT: 895

...technology in the local loop, quick telephone installation will be the norm, services such as **caller identification** will be available and the frequency of telecommunications outage caused by the monsoons and cable ...

...transmission technology, will be able to offer high-bandwidth services like leased lines, video conferencing, **direct inward dialing** and multimedia capability.

Among Tata Lucent's accomplishments to date is the successful implementation of...

**23/3,K/27 (Item 2 from file: 16)**

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

06962210 SUPPLIER NUMBER: 06971536

**RightFax**

Correia, Edward J.

Computer Reseller News July 7, 1997 p. 138

ISSN: 0893-8377

\*FULL TEXT AVAILABLE IN FORMAT 7 OR 9\* WORD COUNT: 677

...systems. File attachments are supported in any of 45 file formats.

Available routing methods include **direct inward dialing** (DID); dual-tone multifrequency (DTMF); voice-assisted DTMF; dialed number **identification** service (DNIS); DNIS/DID interface; **caller subscriber identification**; ISDN; OCR; and manual line/channel. Identification methods also can be combined, and phone books...

...systems. File attachments are supported in any of 45 file formats.

Available routing methods include **direct inward dialing** (DID); dual-tone multifrequency (DTMF); voice-assisted DTMF; dialed number **identification** service (DNIS); DNIS/DID interface; **caller subscriber identification**; ISDN; OCR; and manual line/channel. Identification methods also can be combined, and phone books...

**23/3,K/28 (Item 3 from file: 16)**

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

06401466

**Sattel Ships New DSS Switch System Release**

PR Newswire Sep 10, 1995 p. 0910SFTU015  
\*FULL TEXT AVAILABLE IN FORMAT 7 OR 9\* WORD COUNT: 1136

...the Modification of Final Judgment (MFJ). For an IXC, FGD offers call supervision, uniform access **code**, optional **calling party identification**, record of access charge billing details, and pre-subscription to a customer specific IXC. FGB...

23/3,K/29 (Item 4 from file: 16)  
DIALOG(R)File 16:IAC PROMT(R)  
(c) 1998 Information Access Co. All rts. reserv.

06138438

Parlez-vous CTI? Oui! -- Learn how your CTI applications can become worldwide successes

Opportunities in world computer-telephony integration market cited  
VARBUSINESS April 15, 1996 p. 063  
ISSN: 0894-5802

\*FULL TEXT AVAILABLE IN FORMAT 7 OR 9\* WORD COUNT: 1073

...conference call originating in the United States.

An industry exists around this strategy, called international **call back**. In a **call -back** system, the caller dials a U.S. service provider, lets the phone ring once and hangs up. The provider's CTI server **identifies** the caller via **Caller ID** or **Direct Inward Dial** (the PBX equivalent of Caller ID). After a quick check of the caller's account ...

23/3,K/30 (Item 5 from file: 16)  
DIALOG(R)File 16:IAC PROMT(R)  
(c) 1998 Information Access Co. All rts. reserv.

05723327

BEYOND FAX AND BEYOND

Fax is ready for the windows 95 software networking mechanism  
Computer Telephony August, 1995 p. 71  
ISSN: 1072-1711

\*FULL TEXT AVAILABLE IN FORMAT 7 OR 9\* WORD COUNT: 1481

...a LAN server: manual routing, DTMF-based (sort of like a fax-based auto attendant), **Direct Inward Dialing** (DID) (where each network user is assigned an **individual** phone number), **Calling Station Identifier** (CSID), in which the sender must reproduce the information a fax machine prints at the...

23/3,K/31 (Item 6 from file: 16)  
DIALOG(R)File 16:IAC PROMT(R)  
(c) 1998 Information Access Co. All rts. reserv.

05682329

SMART, PROGRAMMABLE DUMB-SWITCH APPS  
Computer Telephony July 1995 p. 91  
ISSN: 1072-1711

\*FULL TEXT AVAILABLE IN FORMAT 7 OR 9\* WORD COUNT: 867

...base call-retry variables on the type of prospect, her location or day of week.

\* **International call back**. An analog **Direct Inward Dial** board receives the **international** call's request to be **called back**. When the customer dials the assigned **DID** number, the local telephone company will transmit the last three or four digits of the **DID** to the **international callback** system. Using a database lookup, the system figures the **caller's identity** and the number to **call back**.

23/3,K/32 (Item 7 from file: 16)  
DIALOG(R)File 16:IAC PROMT(R)  
(c) 1998 Information Access Co. All rts. reserv.

04413655

**AT&T Plays Clawless Cat To Callback's Mouse**

Telephone Engineer & Management May 1, 1993 p. 22  
ISSN: 0040-263X

\*FULL TEXT AVAILABLE IN FORMAT 7 OR 9\* WORD COUNT: 712

... to hang up after two rings. That gives the switch enough time to seize the **caller** 's automatic number **identification** . This arrangement, called **code calling** , ' amounts to theft of network time, says AT&T.

Vince Vittore, associate editor

...

...to hang up after two rings. That gives the switch enough time to seize the **caller** 's automatic number **identification** . This arrangement, called '**code calling** , ' amounts to theft of network time, says AT&T.

The company is taking its complaint...

23/3,K/33 (Item 1 from file: 148)  
DIALOG(R)File 148:IAC Trade & Industry Database  
(c) 1998 Info Access Co. All rts. reserv.

09796208 SUPPLIER NUMBER: 19892867 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Videolan Announces Xchange Family of Visual Communication Solutions.**

Business Wire, p10201327

Oct 20, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1420 LINE COUNT: 00126

... and remote switches, and provides the traditional calling features such as call hold, call transfer, **direct inward dial** , automated attendant, three and four-way calling, electronic messaging, and **caller identification**

- Provides support for traditional videoconferencing capabilities such as data collaboration, and point-to-point data...

23/3,K/34 (Item 2 from file: 148)  
DIALOG(R)File 148:IAC Trade & Industry Database  
(c) 1998 Info Access Co. All rts. reserv.

09598872 SUPPLIER NUMBER: 19582870 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**RightFax. (RightFax Enterprise Fax Server 5.0) (Computer Reseller News Spring Comdex Test Center) (Software Review) (Evaluation) (Brief Article)**

Correia, Edward J.

Computer Reseller News, n744, p138(2)

July 7, 1997

DOCUMENT TYPE: Evaluation Brief Article ISSN: 0893-8377

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 709 LINE COUNT: 00061

... systems. File attachments are supported in any of 45 file formats.

Available routing methods include **direct inward dialing** (DID); dual-tone multifrequency (DTMF); voice-assisted DTMF; dialed number **identification** service (DNIS); DNIS/DID interface; **caller subscriber identification** ; ISDN; OCR; and manual line/channel. Identification methods also can be combined, and phone books...

23/3,K/35 (Item 3 from file: 148)  
DIALOG(R)File 148:IAC Trade & Industry Database  
(c) 1998 Info Access Co. All rts. reserv.

08900654 SUPPLIER NUMBER: 18420738

**Kill bugs early with software-test tools.**

Quinnell, Richard A.  
EDN, v41, n11, p89(6)  
May 23, 1996

ISSN: 0012-7515      LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 2579      LINE COUNT: 00210

... can also assist in unit testing by providing drivers and stubs to replace sections of **code calling** and called by the code under test. Further, these tools can simplify regression testing by analyzing the test coverage of each test in your test suite. By comparing coverage of **individual** tests, the integrated tools can **identify** redundant and marginally effective tests. Removing these tests reduces the effort in regression testing without...

**23/3,K/36      (Item 4 from file: 148)**

DIALOG(R)File 148:IAC Trade & Industry Database  
(c) 1998 Info Access Co. All rts. reserv.

08608517      SUPPLIER NUMBER: 18210889      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Parlez-vous CTI? Oui! (international capabilities for computer-telephony integration solutions) (includes related article on setting up international callback system) (Technology Information)**

Rettig, Hillary  
VARbusiness, v12, n6, p63(2)

April 15, 1996  
ISSN: 0894-5802      LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1396      LINE COUNT: 00111

... conference call originating in the United States.  
An industry exists around this strategy, called international **call back**. In a **call -back** system, the caller dials a U.S. service provider, lets the phone ring once and hangs up. The provider's CTI server **identifies** the **caller** via **Caller ID** or **Direct Inward Dial** (the PBX equivalent of Caller ID). After a quick check of the caller's account  
...

**23/3,K/37      (Item 5 from file: 148)**

DIALOG(R)File 148:IAC Trade & Industry Database  
(c) 1998 Info Access Co. All rts. reserv.

08289000      SUPPLIER NUMBER: 17546832      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**How Sykes makes Euro call center pleasant, efficient. (Sykes Enterprises hardware and software support center) (Company Business and Marketing)**

Harler, Curt  
Communications News, v32, n11, p12(1)  
Nov, 1995

ISSN: 0010-3632      LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 750      LINE COUNT: 00060

...ABSTRACT: logging and one for problem simulation along with two voice lines and two data lines. **Direct Inward Dialing (DID)** **identifies callers'** country of origin and the product concerned. Self-monitoring and peer-to-peer evaluations decrease...

**23/3,K/38      (Item 6 from file: 148)**

DIALOG(R)File 148:IAC Trade & Industry Database  
(c) 1998 Info Access Co. All rts. reserv.

07358040      SUPPLIER NUMBER: 16155338  
**Fax servers get a fix on incoming messages. (International Report)**

Data Communications, v23, n10, p55(2)  
July, 1994

ISSN: 0363-6399      LANGUAGE: ENGLISH      RECORD TYPE: ABSTRACT

...ABSTRACT: mail. Meanwhile, various technologies are being used as

stop-gaps, including dual-tone multifrequency (DTMF), **direct inward dialing** (DID), optical character **recognition** (OCR) and **caller system identification** (CSID).

23/3,K/39 (Item 7 from file: 148)

DIALOG(R)File 148:IAC Trade & Industry Database  
(c) 1998 Info Access Co. All rts. reserv.

07241921 SUPPLIER NUMBER: 15150993 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Enhanced technology doesn't always enhance productivity. (Consultant's Corner) (Column)**

Kuehn, Richard A.

Business Communications Review, v24, n4, p82(2)

April, 1994

DOCUMENT TYPE: Column ISSN: 0162-3885 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1767 LINE COUNT: 00130

... through switchboards that were staffed by a host of operators. With the introduction of DID (**Direct Inward Dialing**) in conjunction with Centrex, many calls could be dialed directly to the desktop--or more...

...secretary who answered, screened and routed a call via a departmental intercom to the called **party**. DID dial-**recognition** rates ranged around 75 to 85 percent, a level at which the increased cost for...

23/3,K/40 (Item 1 from file: 484)

DIALOG(R)File 484:Periodical Abstracts Plustext  
(c) 1998 UMI. All rts. reserv.

03569046 SUPPLIER NUMBER: 98055820 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Toshiba Strata DK Series**

Dawson, Keith

Home-Office Computing (GFHC), v16 n2, p84, 82

Feb 1998

ISSN: 0899-7373 JOURNAL CODE: GFHC

DOCUMENT TYPE: Product Review-Mixed

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

AVAILABILITY: Full text online.

WORD COUNT: 447

TEXT:

... be better to go straight to the DK40, which includes such typical PBX features as **direct inward dialing** (calling an extension, rather than a central number) and automatic number **identification** (ANI, essentially **caller** ID that comes with toll-free numbers). In fact, you can connect the DK40 to...

23/3,K/41 (Item 2 from file: 484)

DIALOG(R)File 484:Periodical Abstracts Plustext  
(c) 1998 UMI. All rts. reserv.

02519008 SUPPLIER NUMBER: 95333236 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**The end of monopoly**

Anonymous

Economist (ECT), v336 n7934, pSS8-SS11

Sep 30, 1995

ISSN: 0013-0613 JOURNAL CODE: ECT

DOCUMENT TYPE: Feature

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

AVAILABILITY: Full text online. UMIACH CATALOG NO.: 1011.00

WORD COUNT: 1161 LENGTH: Long (31+ col inches)

TEXT:

... which allow callers to charge calls at lower rates, and from the

call-back market.

Call -back services have been so effective in keeping a lid on international rates that some countries, including China and Singapore, are trying to ban them. A caller...

...Germany, telephones a number in a low-cost country, usually the United States. A computer identifies the caller without answering the telephone, rings back and connects the subscriber to a third country, say France. "All over the world," says Howard Jonas, head of IDT, a New York call -back company which he says is the world's largest, "countries 500 miles apart have rates...

...much distance-sensitive as politically sensitive." Used mainly by small and medium-sized companies, the call -back market is not huge--perhaps \$300m a year, guesses Mr Jonas--but its impact on...

23/3,K/42 (Item 1 from file: 696)  
DIALOG(R) File 696:DIALOG Telecom. Newsletters  
(c) 1998 The Dialog Corp. All rts. reserv.

00638088

Global: For traditional operators, offense is the best defense

Telecommunications Development Report

March 23, 1998 DOCUMENT TYPE: NEWSLETTER

PUBLISHER: PYRAMID RESEARCH

LANGUAGE: ENGLISH

WORD COUNT: 7851

RECORD TYPE: FULLTEXT

(c) 1998 The Economist Intelligence Unit Limited

TEXT:

...from licensed VAS and basic service providers, as well as from technological innovations such as international call -back services and the Internet. Incumbents in highly liberalised markets, such as Hong Kong, are struggling...

...and universal service requirements, tariff ceilings, and technology transfer in increasingly competitive markets.

Although this global shift in telecoms provisioning has created a wealth of opportunities for carriers to expand to...

...Operator Supplier

AFRICA /  
MIDDLE EAST

Mauritius		Mauritius Telecom	Alcatel
South Africa	Jun-05	Telkom	Bellcore International
Saudi Arabia	Feb-95	MoPTT	Lucent
Bahrain	Nov-97	Batelco	GPT International
Israel	May-97	Bezeq	Telrad-Nortel
Egypt	1998-2002	Egypt Telecom	N/A

LATIN AMERICA...Alcatel.

Telkom

Telkom is implementing IN facilities including VPN, tele-voting, toll-free calling, and caller identification .

MoP

IN included with the TEP-6 development plan. Services will include Universal Personal Telephone...

...opening

of the basic services market.

Avantel

Concert Virtual Network Services, which uses a centralised **global** IN platform was extended to Avantel.

Marcatel

IN network platform is a part of a...They Try To

Match Customer Contact

Selected Strategies

\* Advertising Campaigns Emphasising Decreasing Long Distance And **International** Tariffs, Improved Services, Etc.

\* Emphasise Services Through Mass Marketing Campaigns

\* Marketing Directed To Specific Customer...ie. local services) while not realising that the carrier has implemented lower long- distance and **international** rates. In developed markets, carriers often announce rate changes months before they come into effect...s Telecom Italia, ENTEL-Chile, the country's former monopoly provider of long-distance and **international** services, awarded a \$10 million nationwide ATM contract in 1996 to Newbridge Networks.

Chile's Berhad, the Kuala Lumpur Stock Exchange (KLSE), and the new KL **International** Airport in Sepang. COINS is TM's strategy to snare a portion of this market...host of cable TV and private network operators anxious to delve into the fray. Two **international** service providers began competing with Bezeq in July 1997, and competition in domestic services, including...

...universal acceptance as the future electronic media of choice for communications and commerce on a **global** scale. Operators are still coming to terms with this phenomenon, attempting to determine how it...that are capable of provisioning Internet services between users within their market and to an **international** backbone will have cornered the fastest growing traffic type within their market without having to...

...the growing demand for Internet capacity. In India, VSNL, the country's monopoly provider of **international** services, announced plans in late 1996 to improve coverage of its Internet services nationwide by...

...Brazil's ISPs and 800 corporate clients.

Given the importance of the Internet on an **international** level, it is also to carriers' advantage to capture Internet traffic as far into the **global** Internet "cloud" as possible. Therefore, PTTs are launching regional and **international** backbone initiatives. For example, the Asia Pacific Cable Network (APCN) was initiated in January 1997...

...19 countries participated in its construction. The project was initiated by 10 of Asia's **international** communications carriers, namely PLDT of the Philippines, Celcom of Malaysia, Thailand' ...place to improve the region's connectivity with the rest of the world as well. **Global** carriers with a regional presence, including Cable & Wireless in the Caribbean, and Telefonica Internacional in...business services must be ramped up in parallel with massive main line deployment plans nationwide. **International** and long-distance tariffs, originally set to subsidise local services, must be rebalanced to reflect...

?



?show files;ds

File 108:Aerospace Database 1962-1998/Dec  
(c) 1998 AIAA  
File 8:Ei Compendex(R) 1970-1998/Jan W1  
(c) 1998 Engineering Info. Inc.  
File 77:Conference Papers Index 1973-1998/Jan  
(c) 1998 Cambridge Sci Abs  
File 238:Abs. in New Tech & Eng. 1981-1998/Nov  
(c) 1998 Reed-Elsevier (UK) Ltd.  
File 35:Dissertation Abstracts Online 1861-1998/Dec  
(c) 1998 UMI  
File 103:Energy SciTec 1974-1998/Oct B1  
(c) 1998 Contains copyrighted material  
File 202:Information Science Abs. 1966-1998/Sep  
(c) Information Today, Inc  
File 65:Inside Conferences 1993-1998/Dec W3  
(c) 1998 BLDSC all rts. reserv.  
File 2:INSPEC 1969-1998/Dec W3  
(c) 1998 Institution of Electrical Engineers  
File 14:Mechanical Engineering Abs 1973-1999/Jan  
(c) 1998 Cambridge Sci Abs  
File 94:JICST-EPlus 1985-1998/Sep W4  
(c)1998 Japan Science and Tech Corp(JST)  
File 438:Library Literature 1984-1998/Nov  
(c) 1998 The HW Wilson Co  
File 61:LISA(LIBRARY&INFOSCI) 1969-1998/Dec  
(c) 1998 Reed Reference Publishing  
File 239:Mathsci(R) 1940-1998/Dec  
(c) 1998 American Mathematical Society  
File 233:Microcomputer Abstracts 1974-1998/Dec  
(c) 1998 Information Today Incl.  
File 6:NTIS 64-1998/Jan W3  
Comp&dist 1998 NTIS, Intl Copyright All Righ  
File 144:Pascal 1973-1998/Nov  
(c) 1998 INIST/CNRS  
File 64:Global Mobility Database (R) 1965-1998/Nov  
(c) 1998 SAE Inc.  
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 1998 Inst for Sci Info  
File 62:SPIN(R) 1975-1998/Dec W2  
(c) 1998 American Institute of Physics  
File 99:Wilson Appl. Sci & Tech Abs 1983-1998/Nov  
(c) 1998 The HW Wilson Co.

Set	Items	Description
S1	73	(INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTH- R) (2W) (COUNTRIES OR COUNTRY OR NATION?)) (S) (CALL?()BACK? OR C- ALLBACK? OR CODE()CALLING)
S2	41	CODE?(2W)CALLING?
S3	1298	CALL?()BACK? OR CALLBACK?
S4	4381954	IDENTIF? OR IDENTITY? OR IDENTIT? OR REVEAL? OR RECOGNI? OR ASSOCIAT?
S5	217	S2:S3 AND S4
S6	445881	DID OR DIRECT()INWARD()DIAL?
S7	1849136	INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTHER- ) (2W) (COUNTRIES OR COUNTRY OR NATION?)
S8	4	S5 AND S6
S9	18	S5 AND S7
S10	84	S1 OR S8:S9
S11	7	S2(S)S4
S12	27848	S4(5N) (CALLER? OR PARTY? OR INDIVIDUAL?)
S13	0	S1(S)S12
S14	0	S2(S)S12
S15	1125	S6(S)S12
S16	32	S7(S)S15
S17	0	S7(S)S14
S18	32	S13 OR S16
S19	32	S14 OR S18

S20	0	S1 AND S
S21	0	S2 AND S12
S22	6	S1 AND SWITCH?
S23	27	S8:S9 OR S22
S24	32	S16 OR S18:S19
S25	59	S23 OR S24
S26	52	RD (unique items)

04543095 E.I. No: EIP96110399640

**Title:** International telephone traffic, callback and policy implications

**Author:** Sandbach, Jonathan

**Corporate Source:** Natl Economic Research Associates (NERA), London, Engl

**Source:** Telecommunications Policy v 20 n 7 Aug 1996. p 507-515

**Publication Year:** 1996

**CODEN:** TEPODJ

**Language:** English

**Document Type:** JA; (Journal Article) **Treatment:** G; (General Review)

**Journal Announcement:** 9612W5

**Abstract:** This paper uses an origin/destination model of international traffic flows, incorporating linear and non-linear price variables, to identify the impact of callback arbitrage opportunities on traffic flows. The model also incorporates a number of structural drivers of international telephone traffic that are of interest in themselves. The conclusion is that there is some evidence for the effect of callback when (and only when) arbitrage opportunities on a route exceed a certain threshold (about US dollar 0.90 per minute). This would explain the considerable migration of traffic to callback operators in some countries with very high international call tariffs. However, the current impact on Western European traffic is minimal. Furthermore, as the real price of international telephone calls falls, even current arbitrage opportunities will soon cease to be attractive to traditional callback operators.  
(Author abstract)

26/7/3 (Item 3 from file: 8)

DIALOG(R) File 8: Ei Compendex(R)

(c) 1998 Engineering Info. Inc. All rts. reserv.

04209021 E.I. No: EIP95072774673

**Title:** Nonlinear robust control design without requiring any priori information on the control sign

**Author:** Kaloust, J.H.; Qu, Z.

**Corporate Source:** Univ of Central Florida, Orlando, FL, USA

**Conference Title:** Proceedings of the 1994 Southcon Conference

**Conference Location:** Orlando, FL, USA **Conference Date:**

19940329-19940331

**Sponsor:** IEEE; ERA

**E.I. Conference No.:** 43277

**Source:** Southcon Conference Record 1994. IEEE, Piscataway, NJ, USA, 94RC5041. p 116-120

**Publication Year:** 1994

**CODEN:** SCOREX

**Language:** English

**Document Type:** CA; (Conference Article) **Treatment:** A; (Applications); T; (Theoretical)

**Journal Announcement:** 9509W3

**Abstract:** This paper present a robust control scheme for a second order nonlinear system that have not only additive nonlinear uncertainties but also unknown multiplicative signs. General theoretical results can be found in left bracket 4 right bracket . These signs are called control directions since they represent effectively the direction of motion under any given control. Except for the unknown control directions, the second order system satisfies the generalised matching conditions (GMC). The GMC design is also called back -stepping left bracket 10 right bracket because the control is designed by working backwards through two integrators. The design procedure can be generalized and applied to nonlinear systems because it basically forms a sequence of state transformations or sometimes referred to as a recursive design. The proposed robust control is continuous and guarantees global stability of uniform ultimate boundedness without a priori knowledge of the control directions nor the knowledge of nonlinear dynamics except their size bounding functions. This is achieved by on-line identifying control directions and by utilizing transition laws that change smoothly and accordingly the signs of robust controls. The analysis and design is done using Lyapunov direct method. (Author abstract) 10 Refs.

26/7/4 (Item 4 from file: 8)  
DIALOG(R)File 8:Ei Compendex(R)  
(c) 1998 Engineering Info. Inc. All rts. reserv.

03618613 E.I. No: EIP93030724629

Title: **SILK: an advanced user interface builder and application prototyper**

Author: Ege, Aral; Villalpando, Victor  
Corporate Source: Int Software Systems Inc, Austin, TX, USA  
Conference Title: Proceedings of the Second International Conference on Systems Integration - ICSI'92  
Conference Location: Morristown, NJ, USA Conference Date: 19920615  
Sponsor: IEEE  
E.I. Conference No.: 17983  
Source: Proceedings of the Second International Conference on Systems Integration Proc Second Int Conf Syst Integr ICSI 92 1992. Publ by IEEE, IEEE Service Center, Piscataway, NJ, USA. p 44-53  
Publication Year: 1992  
ISBN: 0-8186-2697-6  
Language: English  
Document Type: CA; (Conference Article) Treatment: A; (Applications); G; (General Review)  
Journal Announcement: 9306W2

Abstract: This paper introduces the features of an advanced user interface builder and application prototyper called SILK. A very brief survey of existing user interface builders is presented, grouping them in categories that reflect their major characteristics. This sets the stage for presenting the SILK user interface set of tools. First, the **global** architecture of the system and the interoperability between the supported user interface standards are presented. Then SILK features are presented in detail with respect to the OPEN LOOK implementation. In addition, the significant aspects of SILK as an advanced user interface builder and application prototyping tool are: the unique way it incorporates application code (**callback** functions) with the user interface widgets, its ability to **associate** multiple types of **callbacks** to a widget, and its ability to specify the type of operations (such as user, widget actions, and system commands) to the underlying platform through a basically point and click paradigm. Therefore, SILK not only provides a way to build and prototype new applications in an easier way, but also facilitates the construction of user interfaces for existing applications. (Author abstract) 7 Refs.

26/7/5 (Item 5 from file: 8)  
DIALOG(R)File 8:Ei Compendex(R)  
(c) 1998 Engineering Info. Inc. All rts. reserv.

00832799 E.I. Monthly No: EI7907057395 E.I. Yearly No: EI79092088

Title: **TELEMAX -- A TRAFFIC CONTROLLER FOR PABX NETWORKS.**

Author: Peyser, A.; Hills, M. T.  
Corporate Source: TDX Syst, Inc, Vienna, Va  
Source: IEE Conference Publication n 163, Int Conf on Priv Electron Switching Syst, London, Engl. Apr 10-12 1978. Publ by IEE, London, Engl, 1978 p 178-182  
Publication Year: 1978  
CODEN: IECPB4  
Language: ENGLISH  
Journal Announcement: 7907

Abstract: This paper describes the technical and traffic features of a control and management system for PABX traffic. The system consists of a low-cost microprocessor controlled local **switching** unit connected between existing PABX's and **foreign** exchange lines. The local **switching** units are connected by permanent data circuits to a central computer center which provides all the decision making and traffic recording. The main feature of the system is the implementation of **CALL BACK QUEUING** which imposes an orderly queuing discipline for access to fixed cost lines so as to maximize

26/7/29 (Item 1 from file: 202)  
DIALOG(R)File 202:Information Science Abs.  
(c) Information Today, Inc. All rts. reserv.

00036359 7700359

**THE INTERNATIONAL COUNCIL ON ARCHIVES: ITS FIRST QUARTER CENTURY.**

Document Type: Journal Article  
Author (Affiliation): RIEGER, MORRIS (INTERNATIONAL COUNCIL ON ARCHIVES)  
Journal: American Archivist (US)  
Publication Language(s): English  
Source: AMERICAN ARCHIVIST 39(3), 301-306 (1976 JULY). 1 REF.

ALTHOUGH ACTUALLY FOUNDED IN 1948 IN PARIS AT A PRELIMINARY MEETING THAT WAS THE CULMINATION OF AT LEAST TWO YEARS OF PREPARATORY EFFORT, THE **INTERNATIONAL** COUNCIL ON ARCHIVES (ICA) **DID** NOT BECOME TRULY OPERATIONAL UNTIL THE FIRST **INTERNATIONAL** ARCHIVES CONGRESS OF 1950, ALSO HELD IN PARIS. DURING THE ENSURING QUARTER CENTURY, ICA HAS FUNCTIONED IN CLOSE AFFILIATION WITH THE UNITED NATIONS EDUCATIONAL, SCIENTIFIC AND CULTURAL ORGANIZATION (UNESCO), AS THE WORLD ORGANIZATION OF THE ARCHIVAL PROFESSION. ITS MEMBERSHIP IS COMPOSED OF PUBLIC ARCHIVAL AUTHORITIES ON THE **INTERNATIONAL**, NATIONAL, AND SUBNATIONAL LEVELS; PRIVATE ARCHIVAL INSTITUTIONS OF EVERY DESCRIPTION; PROFESSIONAL **ASSOCIATIONS**; AND **INDIVIDUAL** ARCHIVISTS. ICA'S SEVERAL CONSTITUTIONAL OBJECTIVES HAVE AMOUNTED ESSENTIALLY TO ONE: THE WORLDWIDE ELEVATION OF STANDARDS OF ARCHIVAL ADMINISTRATION AND PRACTICE. SINCE ABOUT 1960 THERE HAS BEEN A RADICAL CHANGE IN THE RELATIVELY MODEST LEVEL OF ACTIVITY CHARACTERISTIC OF ICA'S EARLIER PERIOD. THE MORE IMPORTANCE NEW ACTIVITIES ARE DISCUSSED IN THE APPROXIMATE ORDER OF THEIR IMPORTANCE.

26/7/30 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 1998 Institution of Electrical Engineers. All rts. reserv.

5342223 INSPEC Abstract Number: B9609-6210D-019

**Title: The impact of boomerang boxes and callback services on the accounting rate regime**

Author(s): Frieden, R.M.  
Author Affiliation: Pennsylvania State Univ., University Park, PA, USA  
Conference Title: 18th Annual Pacific Telecommunications Conference.  
Proceedings Part vol.2 p.781-90 vol.2  
Editor(s): Wedemeyer, D.J.; Nickelson, R.  
Publisher: Pacific Telecommun. Council, Honolulu, HI, USA  
Publication Date: 1996 Country of Publication: USA 2 vol. xxvii+1012 pp.

Material Identity Number: XX96-01864  
Conference Title: Proceedings of Annual Pacific Telecommunications Conference

Conference Date: 14-18 Jan. 1996 Conference Location: Honolulu, HI, USA

Language: English Document Type: Conference Paper (PA)  
Treatment: Economic aspects (E); General, Review (G)  
Abstract: Technological innovations, the porousness of incumbent carrier networks and entrepreneurialism contribute to the proliferation of **international** long distance services. Many of these services avoid being subject to the customary division of toll revenues using an accounting rate typically well in excess of actual service costs. Boomerang boxes and **callback** services make it possible for users to secure dialtone and services at a fraction of what incumbent carriers have charged. This paper will examine the impact of such services on the accounting rate regime and the manner in which incumbent carriers have managed the **international** **switched** telephony business. (22 Refs)  
Copyright 1996, IEE

26/7/31 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 1998 Institution of Electrical Engineers. All rts. reserv.

5006990 INSPEC Abstract Number: B9509-6210M-009

**Title: Advanced PABX facilities**

Author(s): Anderson, M.

Journal: Elektron spec. issue. p.27-9

Publication Date: March 1995 Country of Publication: South Africa

CODEN: ELEKE7 ISSN: 0255-8637

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Integrated services digital network (ISDN) provides many benefits and pervades a host of topics and yet it was late in arriving, which in fact tarnished its image in some respects. There is no doubt that ISDN can provide many advantages in the business and home environments. In particular the author discusses the advantages of ISDN for PABX. The author discusses **direct inward dialling**, **caller identification** and subscriber sub-addressing. The author then discusses the status of ISDN in South Africa and **international** ISDN developments. The creation of a business strategy to drive an application and the things that can be done with ISDN that cannot be done with traditional networks is also discussed.

(0 Refs)

Copyright 1995, IEE

26/7/32 (Item 3 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

4593620 INSPEC Abstract Number: C9403-0310F-016

**Title: Defining global requirements with distributed QFD**

Author(s): Hrones, J.A., Jr.; Jedrey, B.C., Jr.; Zaaf, D.

Author Affiliation: Software Eng. Technol. Center, Digital Equipment Corp., Littleton, MA, USA

Journal: Digital Technical Journal vol.5, no.4 p.36-46

Publication Date: Fall 1993 Country of Publication: USA

CODEN: DTJOEL ISSN: 0898-901X

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Obtaining valid data on customer needs and translating it into optimum product functionality is always a challenge, but especially so when the customers are geographically, culturally, and functionally diverse. Digital's Corporate Telecommunications Software Engineering (CTSE) used groupware techniques supported by the distributed use of Quality Function Deployment (QFD) to **identify** product features that meet customer needs. By linking engineers, customers, and product personnel from across the globe, CTSE redesigned the QFD model to optimize the use of local and **global** groups in defining product requirements. During one year three software products, including Automatic **Callback** version 2.1, were defined using the Distributed Quality Function Deployment (DQFD) technique. Lessons learned from each interactive session were applied to continuously refine the approach to improving process. The critical follow-up steps after the DQFD ultimately determine the success or failure of the effort. (9 Refs)

26/7/33 (Item 4 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

01655417 INSPEC Abstract Number: B81016617

**Title: XR-2 international switching system**

Author(s): Terashima, T.; Ogawa, K.; Sekido, T.; Hatakeyama, S.; Jinbo, T.; Satoh, S.; Nakagawa, K.

Author Affiliation: Nippon Electric Co. Ltd., Tokyo, Japan

Journal: NEC Research and Development no.59 p.46-55

Publication Date: Oct. 1980 Country of Publication: Japan

CODEN: NECRAU ISSN: 0547-051X

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: **International** Subscriber Dialing (ISD) service has so far

been available only for subscribers accommodated in ESS offices. However, in order to make the ISD available also for other subscribers, NEC has developed the Model XR-2 **International Switching System**. The XR-2 System is installed in addition to the existing XE-1 **International Switching System** to provide pushbutton (PB) telephone subscribers accommodated in crossbar **switching** offices with ISD service by **call - back** system. As one of the features of the XR-2 System, load decentralization has been employed for improvement in system reliability, expandability and maintainability. Also, the maximum call handling capacity of the system has been designed at 2000 BHCA. The authors outline the objective for XR-2 System development, its system configuration, and features of its hardware and software. (0 Refs)

26/7/34 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

00682260 INSPEC Abstract Number: B74034767

**Title: Paging receiver 'Telesignal'**

Author(s): Ribhegge, R.

Journal: Technische Mitteilungen AEG-Telefunken vol.64, no.2-3 p. 39-40

Publication Date: 1974 Country of Publication: West Germany

CODEN: TMATBD ISSN: 0040-1447

Language: German Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: The new Telefunken paging receiver uses the **internationally** adopted SSFC (sequential single frequency **code**) **calling** system and can be easily **switched** from a 3-tone to a 5-tone coding operation, for which the designation of 10, 100, 1000 and 10000 groups are tabulated. Receivers are available in the 4 meter- and the 2 meter band, have a pre-selector stage and employ two quartz filters, one in the 10.7 MHz IF amplifier and the other in the discriminator. The selective calling decoder uses low-power C/MOS integrated circuits and LC resonant circuits. (0 Refs)

26/7/35 (Item 1 from file: 94)

DIALOG(R)File 94:JICST-EPlus

(c)1998 Japan Science and Tech Corp(JST). All rts. reserv.

04159658 JICST ACCESSION NUMBER: 97A0592229 FILE SEGMENT: JICST-E

**Trends in Employment of Care Workers in Geriatric Hospitals which Adopt the Partial Capitation System.**

HAYASHI CHIFUYU (1)

(1) Gunma Univ., Coll. of Med. Care and Technol.

Gunma Daigaku Iryo Gijutsu Tanki Daigakubu Kiyo(Annual Reports of College of Medical Care and Technology), 1996, VOL.17, PAGE.51-62, TBL.9, REF.20

JOURNAL NUMBER: G0613BAD ISSN NO: 0389-7540

UNIVERSAL DECIMAL CLASSIFICATION: 614.2/.4

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Journal

ARTICLE TYPE: Original paper

MEDIA TYPE: Printed Publication

ABSTRACT: Recently, mass employment of care-workers is in progress, especially in geriatric institutions. We examined the trend of the recruitment and employment of care-workers and analysis of related organizational factors in geriatric hospitals which adopt the partial capitation system. A survey of 339 hospitals **revealed** that **individuals** with various kinds of unqualified talent were employed as care-workers. Although most hospitals could employ a sufficient number of care-workers, many nursing directors had difficulty in their recruitment. Logistic regression analysis was used to examine factors related to this awareness of nursing directors. The ratio and the average age of careworkers and the location of hospital show a significant correlation. Many nursing directors desired to employ qualified or younger staffs in the future, but they **did** not prefer to

?Show files;ds

File 344:Chinese Patents ABS Apr 1985-1998/Oct

(c) 1998 European Patent Office

File 347:JAPIO Oct 1976-1998/Aug.(UPDATED 981208)

(c) 1998 JPO & JAPIO

File 348:European Patents 1978-1998/Dec W51

(c) 1998 European Patent Office

File 351:DERWENT WPI 1963-1998/UD=9850;UP=9847;UM=9845

(c)1998 Derwent Info Ltd

Set	Items	Description
S1	0	PA="GATEWAY USA"
S2	0	PA="INTERNATIONAL DISCOUNT TELECOM"
S3	44	PA="IDT"
S4	7	S3 AND DC=W
S5	2	S3 AND (TELEPHON? OR TELECOMMUN? OR CALL? OR DID OR DIAL?)
S6	0	PA="VIATEL"



?5/5/all

5/5/1 (Item 1 from file: 348)

DIALOG(R)File 348:European Patents

(c) 1998 European Patent Office. All rts. reserv.

00854548

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

**METHOD AND APARATUS FOR TRANSMITTING AND ROUTING VOICE TELEPHONE CALLS  
OVER A PACKET SWITCHED COMPUTER NETWORK**

**VERFAHREN UND VORRICHTUNG ZUR UBERTRAGUNG UND LEITWEGLENKUNG VON  
TELEFONSPRACHANRUUFEN UBER EIN PAKETVERMITTELNDES RECHNERNETZ**

**PROCEDE ET DISPOSITIF DE TRANSMISSION ET D'ACHEMINEMENT DE COMMUNICATIONS  
TELEPHONIQUES VIA UN RESEAU INFORMATIQUE A COMMUTATION PAR PAQUETS**

PATENT ASSIGNEE:

IDT Corporation, (2499540), 294 State Street, Hackensack, NJ 07601,

(US), (applicant designated states:

AT;BE;CH;DE;DK;ES;FI;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE

INVENTOR:

JONAS, Howard, 3220 Arlington Avenue, Bronx, NY 10400, (US)

RAAB, Eric, 46 Gloucester Court, East Brunswick, NJ 08816, (US)

GOLDBERG, Jeffrey, 784 South Lake Drive, Lakewood, NJ 08701, (US)

LEGAL REPRESENTATIVE:

KUHNEN, WACKER & PARTNER (100053), Alois-Steinecker-Strasse 22, 85354

Freising, (DE)

PATENT (CC, No, Kind, Date): EP 855114 A1 980729 (Basic)

WO 9714238 970417

APPLICATION (CC, No, Date): EP 96936266 961008; WO 96US16096 961008

PRIORITY (CC, No, Date): US 542641 951013

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU;

MC; NL; PT; SE

INTERNATIONAL PATENT CLASS: H04L-012/46; H04L-012/66;

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 970806 A1 International application (Art. 158(1))

Application: 980729 A1 Published application (A1with Search Report  
;A2without Search Report)

Examination: 980729 A1 Date of filing of request for examination:  
980406

LANGUAGE (Publication,Procedural,Application): English; English; English

5/5/2 (Item 1 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

011258288 \*\*Image available\*\*

WPI Acc No: 97-236191/199721

XRFX Acc No: N97-195259

**Voice conversation routing and transmitting system - routes and converts  
voice signals between circuit switched public telephone network,  
circuit switched telephone network, and packet switched computer  
network**

Patent Assignee: IDT CORP (IDTI-N); INT DISCOUNT TELECOM INC (ITDI-N);

INT DISCOUNT TELECOM CORP (ITDI-N)

Inventor: GOLDBERG J; JONAS H; RAAB E

Number of Countries: 033 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat	No	Kind	Date	Main IPC	Week
WO 9714238	A1	19970417	WO 96US16096	A	19961008	H04L-012/46		199721 B
NO 9801540	A	19980612	WO 96US16096	A	19961008	H04M-000/00		199833
			NO 981540	A	19980403			
EP 855114	A1	19980729	EP 96936266	A	19961008	H04L-012/46		199834
			WO 96US16096	A	19961008			
TW 338215	A	19980811	TW 96112484	A	19961012	H04L-012/58		199850

Priority Applications (No Type Date): US 95542641 A 19951013

Cited Patents: US 5008878; US 5014266; US 5526353

Patent Details:

Patent Kind Lan Pg Filing Notes Application Patent  
WO 9714238 A1 E 34  
Designated States (National): GE HU IL JP KR LV MX NO PL RO RU SG SK TR  
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE  
EP 855114 A1 E Based on WO 9714238  
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LI LU  
MC NL PT SE

Abstract (Basic): WO 9714238 A

The system routes and transmits voice conversations across a packet switched computer network (200) and a circuit switched public **telephone** network. Conversion between packet switched computer network protocols and circuit switched **telephone** network protocols is performed by one or more phone switches which are coupled to the packet switched computer network and the circuit switched **telephone** network.

The routing of voice conversations among multiple phone switches coupled to the packet switched computer network is performed by one or more routing servers (500) which are coupled to the packet switched computer network or a user's local computer (100).

USE - E.g. for transmitting voice conversation between two POTS stations, where voice conversation path is routed through public circuit switched **telephone** network and public packet switched computer network, e.g. Internet (RTM).

Dwg.1/7

Title Terms: VOICE; CONVERSATION; ROUTE; TRANSMIT; SYSTEM; ROUTE; CONVERT; VOICE; SIGNAL; CIRCUIT; SWITCH; PUBLIC; **TELEPHONE** ; NETWORK; CIRCUIT; SWITCH; **TELEPHONE** ; NETWORK; PACKET; SWITCH; COMPUTER; NETWORK

Derwent Class: W01; W02

International Patent Class (Main): H04L-012/46; H04L-012/58; H04M-000/00

International Patent Class (Additional): H04L-012/66; H04M-011/06

File Segment: EPI

?

?Show files;ds

File 344:Chinese Patents ABS Apr 1985-1998/Oct

(c) 1998 European Patent Office

File 348:European Patents 1978-1998/Dec W51

(c) 1998 European Patent Office

File 347:JAPIO Oct 1976-1998/Aug.(UPDATED 981208)

(c) 1998 JPO & JAPIO

Set	Items	Description
S1	47	(INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTHER) (2W) (COUNTRIES OR COUNTRY OR NATION?)) (S) (CALL?()BACK? OR CALLBACK? OR CODE()CALLING)
S2	216	CODE?(2W)CALLING?
S3	1655	CALL?()BACK? OR CALLBACK?
S4	389261	IDENTIF? OR IDENTITY? OR IDENTIT? OR REVEAL? OR RECOGNI? OR ASSOCIAT?
S5	1015	S2:S3 AND S4
S6	29418	DID OR DIRECT()INWARD()DIAL?
S7	533031	INTERNATIONAL? OR FOREIGN? OR GLOBAL? OR (ANOTHER OR OTHER) (2W) (COUNTRIES OR COUNTRY OR NATION?)
S8	129	S5 AND S6
S9	611	S5 AND S7
S10	647	S1 OR S8:S9
S11	85	S2(S)S4
S12	9572	S4(5N) (CALLER? OR PARTY? OR INDIVIDUAL?)
S13	10	S1(S)S12
S14	12	S2(S)S12
S15	58	S6(S)S12
S16	2	S7(S)S15
S17	0	S7(S)S14
S18	12	S13 OR S16
S19	24	S14 OR S18

?t19/3,k/all

19/3,K/1 (Item 1 from file: 348)

DIALOG(R)File 348:European Patents

(c) 1998 European Patent Office. All rts. reserv.

00845022

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

**Testing tools in an intelligent network system**

**Testvorrichtungen in einem intelligenten Netzwerksystem**

**Outils de test dans un systeme de reseau intelligent**

PATENT ASSIGNEE:

ERICSSON INC., (1203498), 7001 Development Drive, P.O. Box 13969,  
Research Triangle Park, NC 27709, (US), (applicant designated states:  
DE;FR;GB;SE)

INVENTOR:

Gundersen, Hans, 1416 Woodoak Drive, Richardson, Texas 75082, (US)

Kite, Kurt, 1713 Hanover Drive, Richardson, Texas 75081, (US)

LEGAL REPRESENTATIVE:

Wideberg, Olle Sven et al (39494), Ericsson Telecom AB, IPR Management  
and Patent Department, 126 25 Stockholm, (SE)

PATENT (CC, No, Kind, Date): EP 781020 A2 970625 (Basic)

APPLICATION (CC, No, Date): EP 96850211 961213;

PRIORITY (CC, No, Date): US 577913 951221

DESIGNATED STATES: DE; FR; GB; SE

INTERNATIONAL PATENT CLASS: H04M-003/22; H04Q-003/00;

ABSTRACT WORD COUNT: 147

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB97	1040
SPEC A	(English)	EPAB97	4253
Total word count - document A			5293
Total word count - document B			0
Total word count - documents A + B			5293

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION standard has been the Common Channel Signaling System No. 7 (SS7) protocols created by the **International** Telephone & Telephone Consultative Committee (CCITT). The CCITT is a UN treaty organization made up of...

...authorities of member countries and its recommended protocol SS7 is rapidly becoming recognized as the **international** standard. This CCS signaling system, designed using the concepts of packet switching and tailored to conform with the OSI model, has been developed for use with both national and **international** traffic, for local and long-distance networks, for interexchange signaling, and for various types of...

...messages makes other data-handling services possible as well. These services include the Class Automatic **Callback** (CAC), Class Automatic Recall (CAR), and Calling **Party Identification** features.

Moreover, with the developments of the above mentioned special subscriber features and other sophisticated...

19/3,K/2 (Item 2 from file: 348)

DIALOG(R)File 348:European Patents

(c) 1998 European Patent Office. All rts. reserv.

00845021

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

**Test message generator in a telecommunications network**

**Testbotschaftserzeuger in einem Telekommunikationsnetzwerk**

**Generateur de messages de test dans un reseau de telecommunications**

PATENT ASSIGNEE: